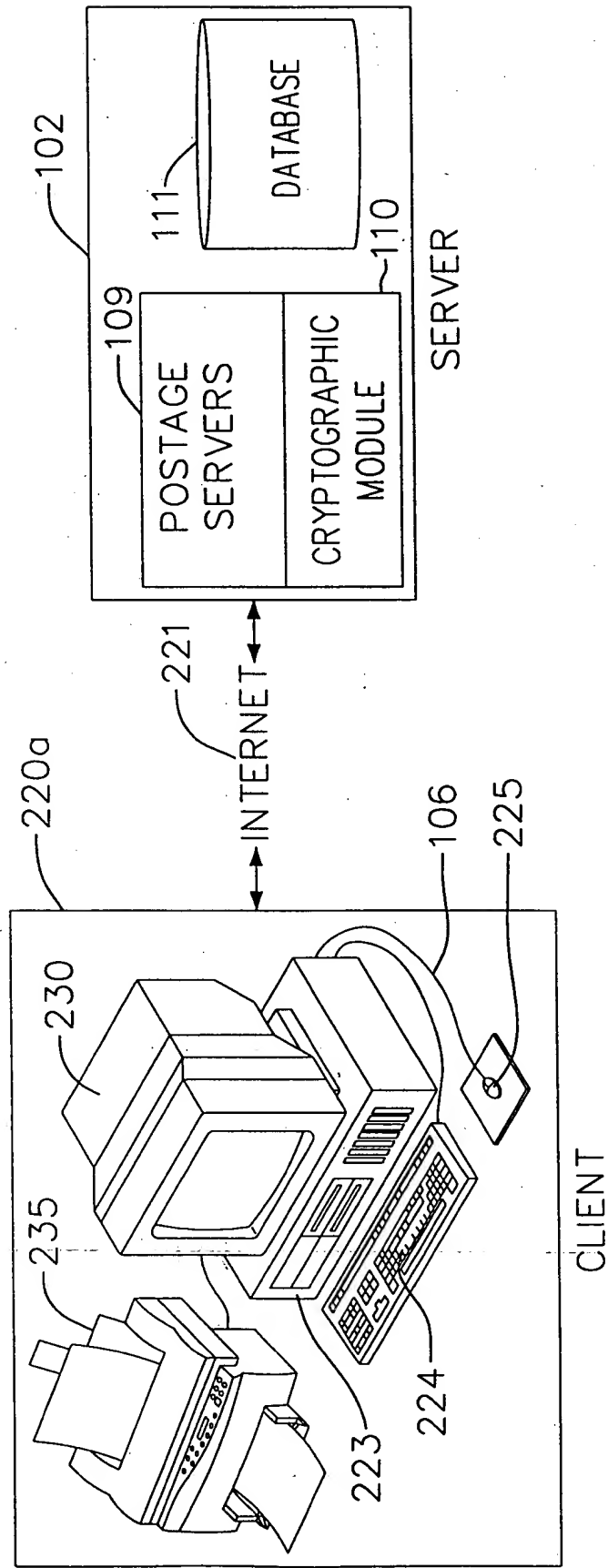


FIG. 1



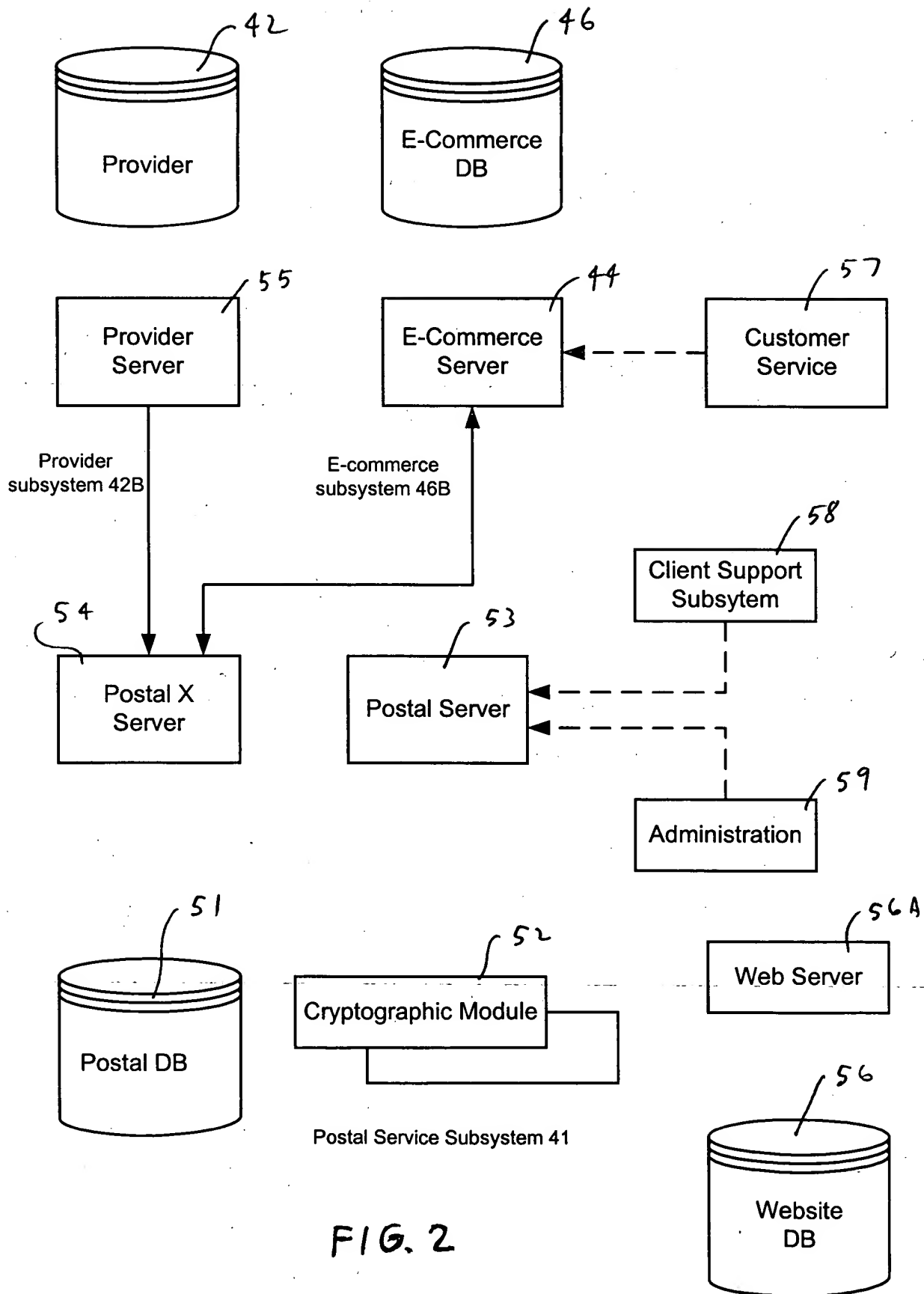


FIG. 2

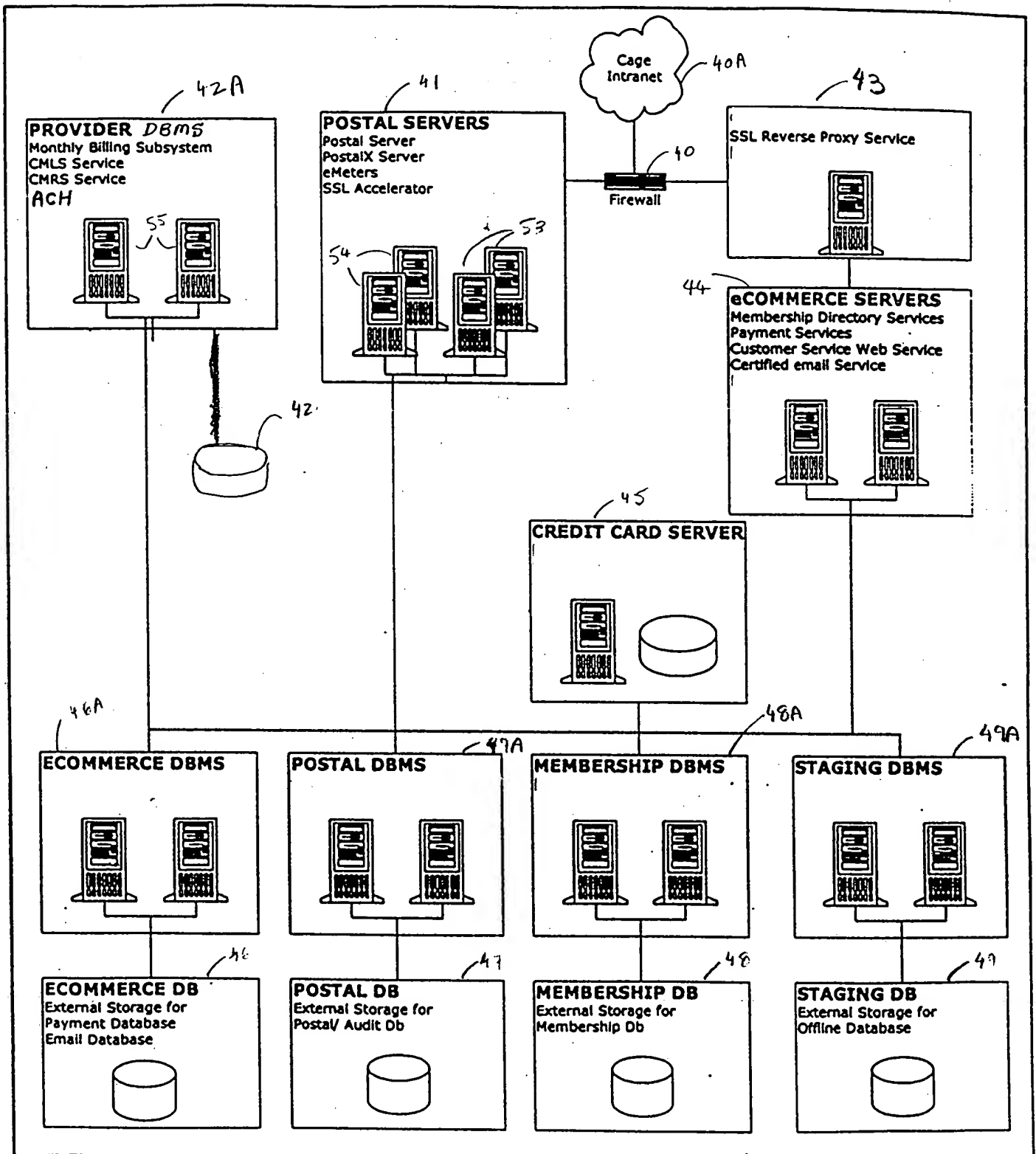


FIG. 3

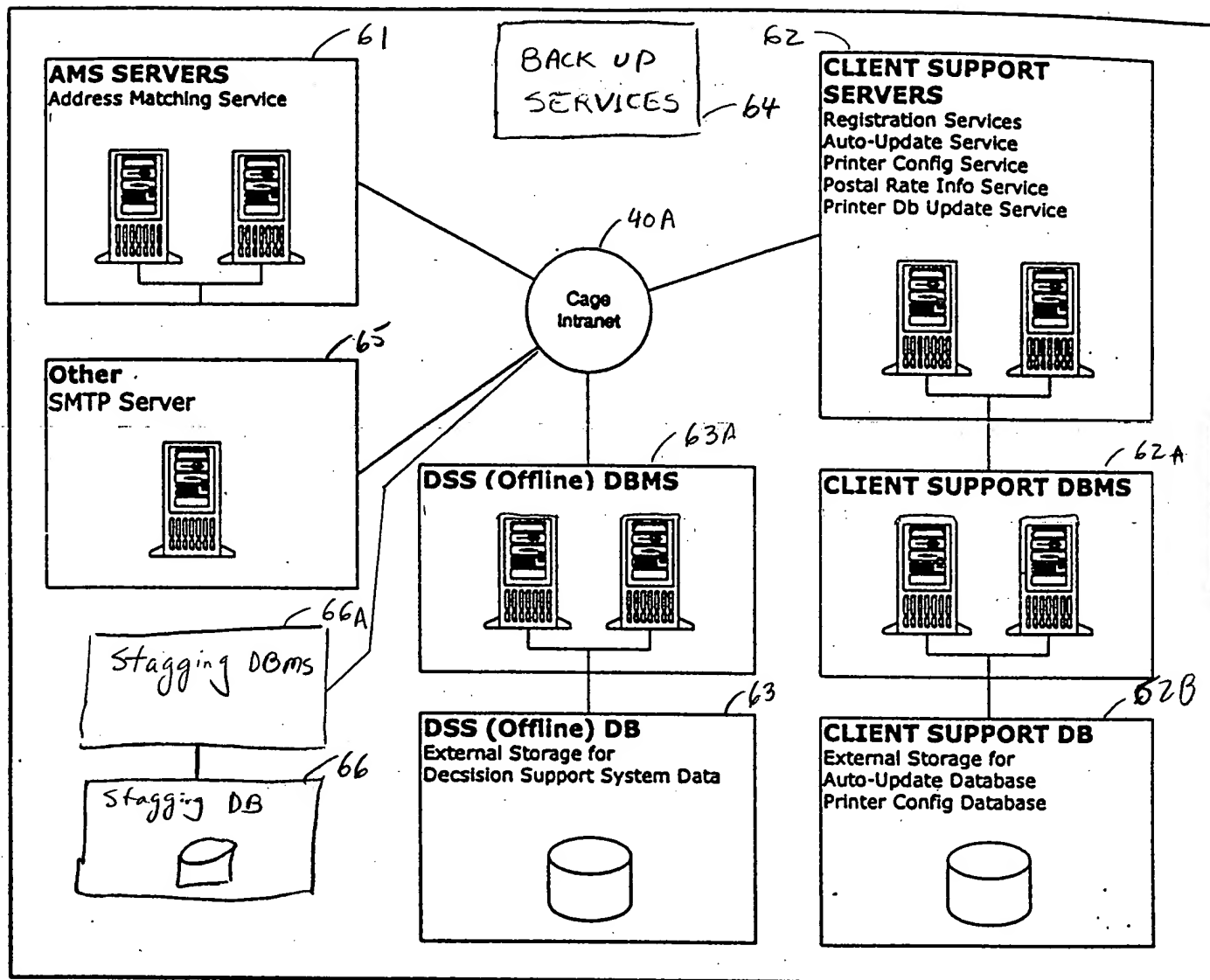


FIG. 4

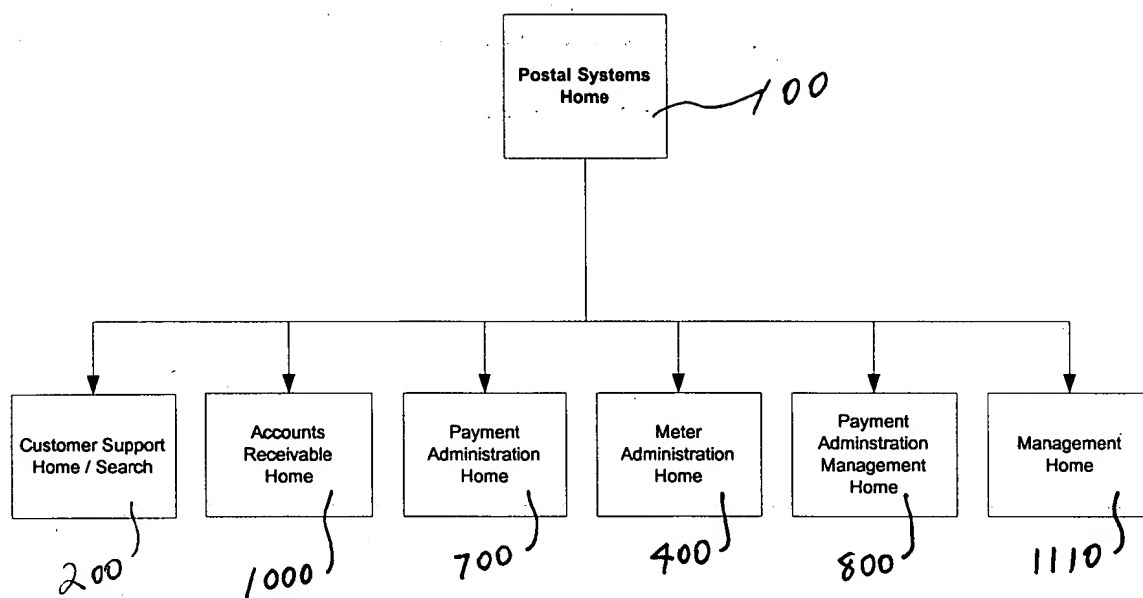


FIG. 5

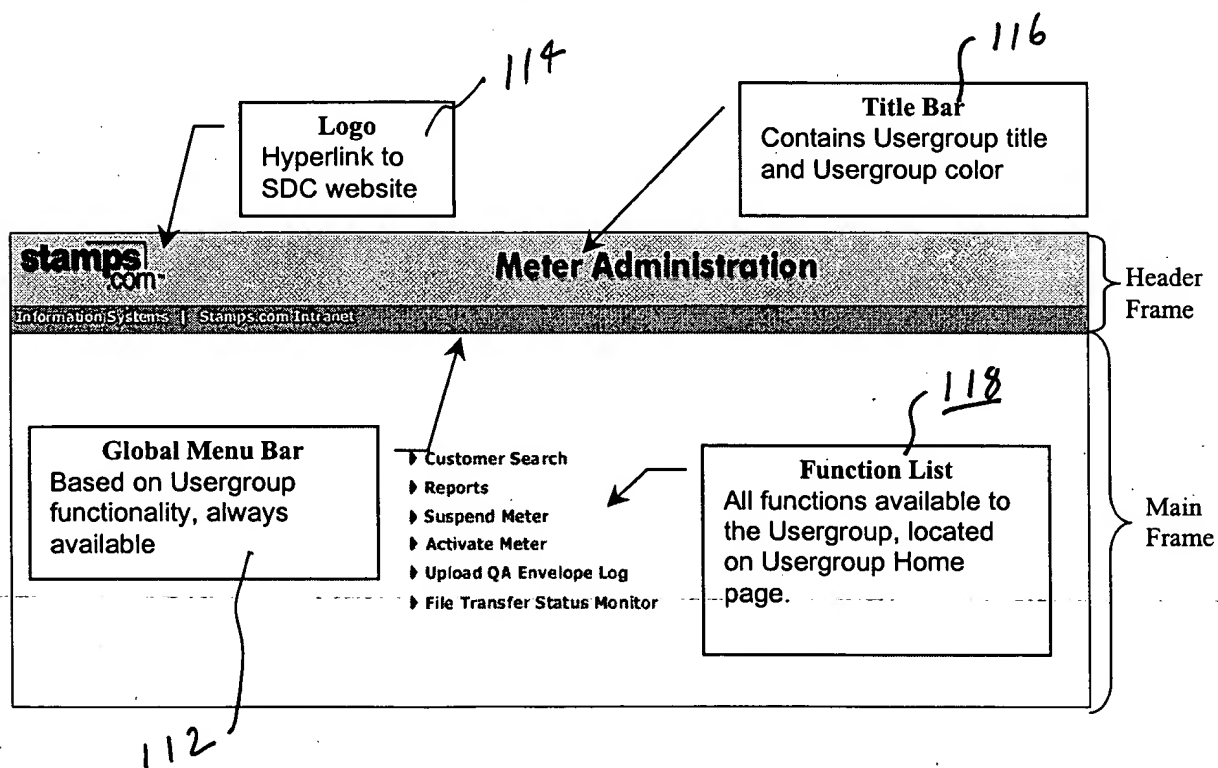
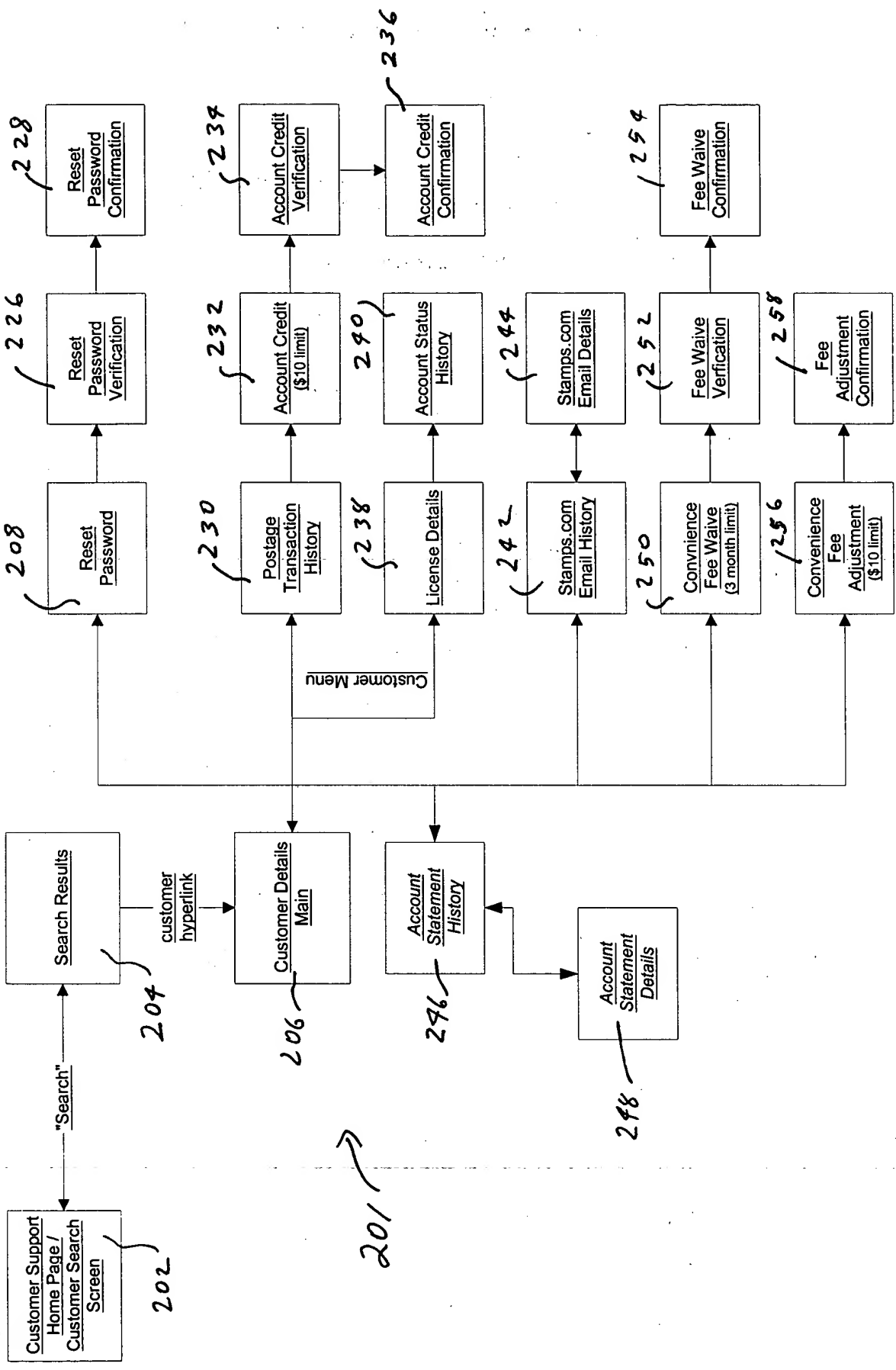



FIG. 6



F16.7

202


Customer Support

[Information Systems](#) |
 [Stamps.com Intranet](#) |
 [USPS Rate](#) |
 [Zip Code Lookup](#) |
 [Reports](#)

Customer Search:

Last Name
First Name

Phone #

User Name

Email Address

Search

Meter #

Customer ID

FIG. 8

204

[CS Home](#) |
 [Search](#)

Last Name	First Name	User ID	User Name	Phone #	Meter #	License #
Goodwin	Jonathan	0100013d	TestUser1	3104084051	1000	
Goodwin	Jonathan	0100013e	TestUserx	3104084051	1001	
Goodwin	Jonathan	0100013f	TestUser2	3104084051	1002	
Goodwin	Jonathan	01000149	TestUser3	3104084051	1012	
Goodwin	Jonathan	01000152	TestUser4	3104084051	1021	
Goodwin	Jonathan	01000154	TestUser7	3104084051	1023	
Goodwin	Jonathan	01000157	JDG100000	3104084051	1026	
Goodwin	Jonathan	01000158	JDG100001	3104084051	1027	
Goodwin	Jonathan	01000159	Bogus1	3104084051	1028	
Goodwin	Jonathan	0100015a	JGSatTest1	3104084051	1029	
Goodwin	Jonathan	0100015b	JGTemp1	3104084051	1030	
Goodwin	Jonathan	0100015c	JGTemp2	3104084051	1031	
Goodwin	Jonathan	0100015d	JGTemp3	3104084051	1032	
Goodwin	Jonathan	0100015e	JGTemp4	3104084051	1033	
Goodwin	Jonathan	0100015f	JGTemp5	3104084051	1034	
Goodwin	Jonathan	01000160	JGTemp6	3104084051	1035	
Goodwin	Jonathan	01000161	JGTemp7	3104084051	1036	
Goodwin	Jonathan	01000162	JGTemp8	3104084051	1037	
Goodwin	Jonathan	01000163	JGTemp9	3104084051	1038	

1 - 19 ➡

FIG. 9

Customer ID

This header is persistent. It is visible at all times on all screens within an individual customer's record.

206
7

Customer Menu

Functions available that directly affect a single customer's profile. Menu changes with context.

[CS Home](#) | [Search](#) | [Meter Profile](#) | [Account History](#) | [Instant adjustment](#)
[Meter Payment History](#) | [Withdraw Meter](#) | [Meter History](#) | [Email History](#) | [Reset Password](#)

Last Name	Goodwin	First Name	Jonathan	Middle Name	D
User Name	JGTemp2	User ID	0100015c	Meter #	1031

Account Status

Account Status	3	Date	00:00:00
Status Reason	0		
Available Balance	10	Total Postage Purchased	10
Last Print Date		Total Samps Printed	
License Status		Date	
QA Envelope Status		Next Envelope Due	
Billing Plan	2	Next Statement Date	-1

Contact Information

Company Name	Goodwin		
Title			
Billing Address	2900 31ST STREET		
Billing City	SANTA MONICA	State	CA
Email	jgoodwin@stamps.com	Zip	90405
Phone #	3104084051	Alternate Phone #	
Fax #			
Comment:			

☐ Send Marketing Material

Submit Changes

FIG. 10

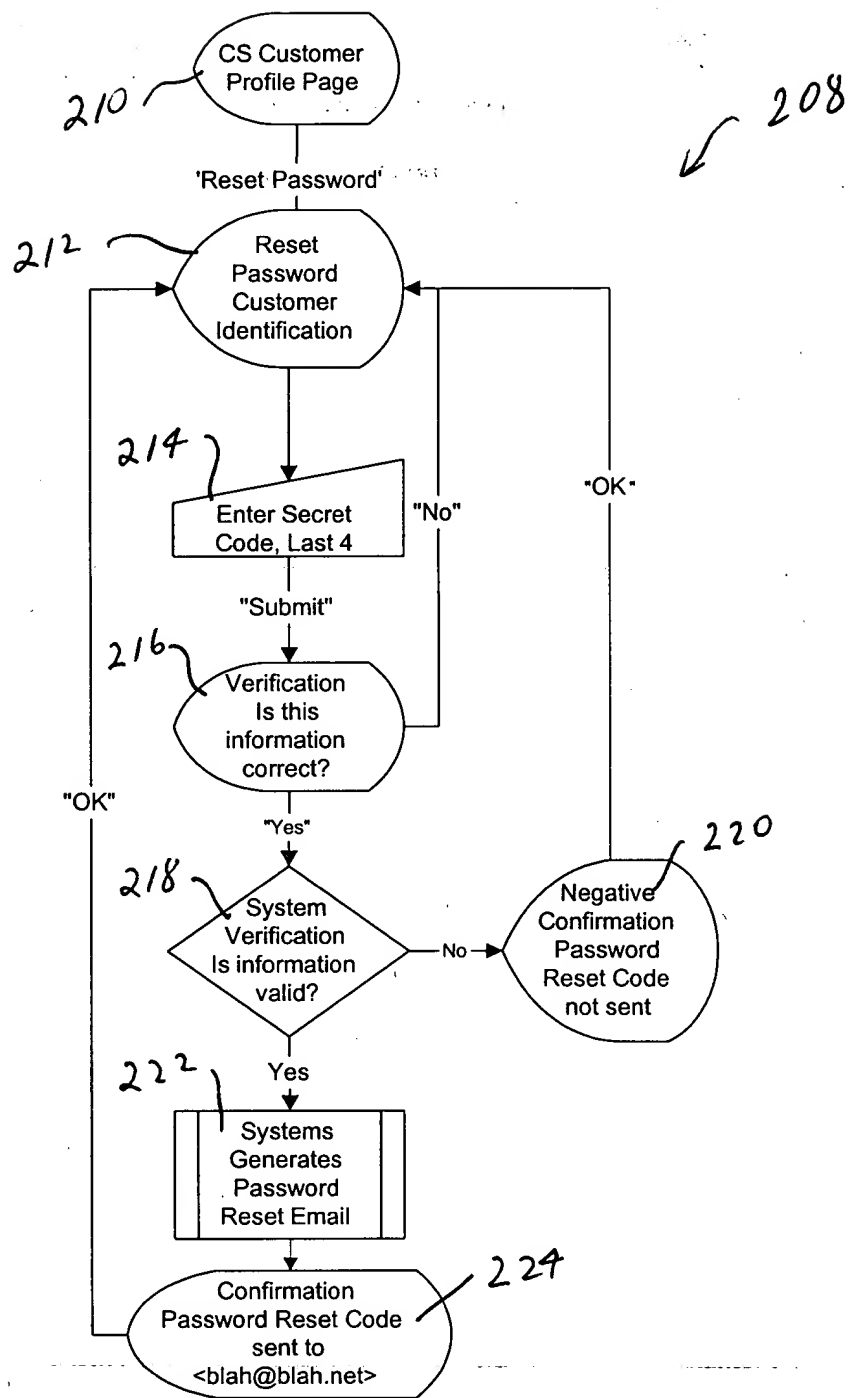


FIG. 11

226

Password Recovery Verification

Please confirm that the following information is correct. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Mother's Maiden Name Smith

Last 4 digits of SS # 9999

Customer Contact Method Phone

FIG. 12

230

Last Name		First Name	
User Name		User ID	
Email		Middle Name	
		Meter #	

Meter Payment History						
Amount in Meter:			Amount Available:			
			Amount Disputed:			
Request #	Date	Payment Type	Amount	Status	Status Comment	Running Balance
1234567						

FIG. 13

232

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Meter Credit	
Amount will be added to customer's meter immediately	
Amount	<input type="text"/> . <input type="text"/>
Reason	<input type="text" value="Select One"/>
Comments	<div style="border: 1px solid black; height: 60px;"></div>
<input type="button" value="Submit"/>	

FIG. 14

234

Account Credit Verification	
Hit the <Yes> button to complete the reversal of this transaction. If this information is incorrect, hit the <No> button.	
Name on Account	John Doe
Credit Amount	\$100.25
Reason	Previous payment not added to postage balance
Comments	Verified with PA
<input type="button" value="Yes"/> <input type="button" value="No"/>	

FIG. 15

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					
Meter License					
License #		Date of Application			
Licensing PO		Date of Approval			
PO Finance #		Date Hardcopy of Application Received			
Meter #					
Contact Information					
Mailing Address					
Mailing City		Mailing State		Mailing Zip Code	
Physical Address					
Physical City		Physical State		Physical Zip Code	

238

FIG. 16

240

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					
Meter Status History					
Date	Status		Reason		
05/16/99	Active		License Approved		

FIG. 17

Email History				
Status	From	To	Subject	Date
Rejected	AR	Jdoe@hotmail.com	Billing Statement	<u>06/15/1999</u>
Sent-Client Receipt	AR	JADoe@juno.com	Billing Statement	<u>06/30/1999</u>
Queued	CS	JADoe@juno.com	Account Credit	<u>07/02/1999</u>

242

FIG. 18

246

Home Search Customer Profile License Information Meter Payment History Withdraw Meter Instant Adjustment Email History Reset Password Adjust Account Fee Suspension						
Last Name		First Name		Middle Name		
User Name		User ID		Meter #		
Email						

Stamps.com Account History						
Account Status:		Balance Owed :			Days Outstanding:	
Statement #	Date of Charge	Amount	Service Plan ID	Payment Method	Payment Status	Status Comments
345678						

FIG. 19

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Statement Details	
Hello, John. Thank you for using Stamps.com. Recommend a friend and receive 10% of your next purchase. Ask our Customer Support Staff for more details.	
Total Postage Printed:	\$20.00
Postage Print Fee:	\$0.00
Service Plan Fee:	\$0.00 purchased labels
	\$10.00 purchased envelopes
	\$3.00 shipping charges
Other Credits:	\$0.00
Total Charges	\$18.25

FIG. 20

248

Convenience Fee Suspension

Suspend Convenience Fees

Time Period (in months)

1
2
3
4
5
6
7
8
9
10
11
12

Submit

250

FIG. 21

Fee Waive Verification

Hit the <Yes> button to complete the fee waive. If this information is incorrect, hit the <N> button.

Customer Name John Doe

Suspend Fees for 3 months

Yes No

252

FIG. 22

Convenience Fee Adjustment

Convenience Fees - will be reflected in the customer's next statement

Amount .

Reason

☐ Add to fees

☐ Subtract from fees

Comments

Submit Cancel

256

FIG. 23

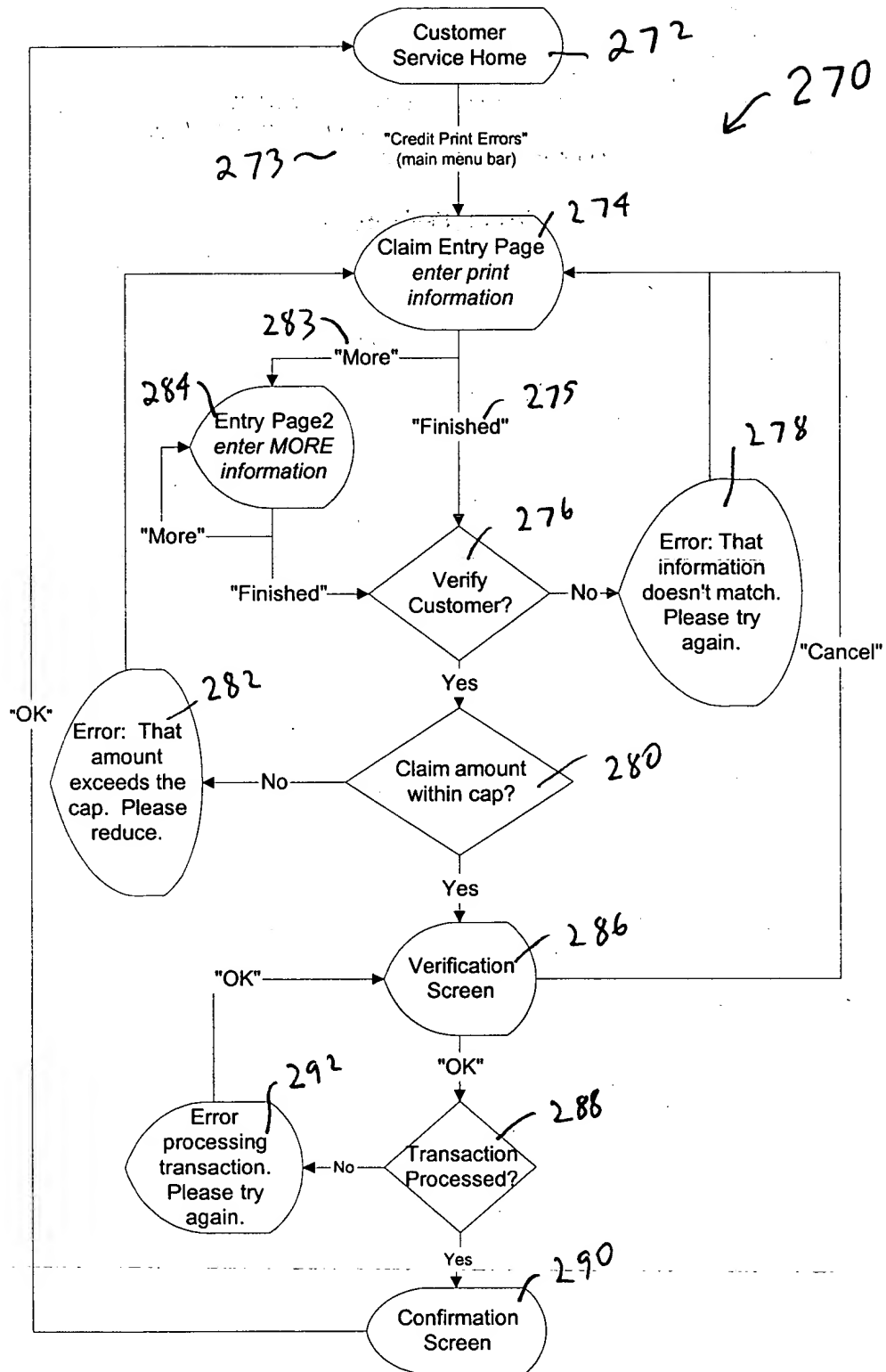


FIG. 24

Print Error Claim

Please enter information for each misprinted mailpiece:

Claim #	<input type="text"/>	Spoils Cap.	\$20.00
Username	<input type="text"/>	Claimed to Date	\$15.25
Email	<input type="text"/>		

Spoil #	Date	Amount	Readable?	Scannable?
1	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

283

More?

2.75

Finished

274

FIG. 24A

Print Error Claim - Additional Entries

Please enter information from each misprinted mailpiece.

Claim # 456722 **Spoils Cap** \$20.00
Username JohnDoe **Claimed to Date** \$15.25
Email jdoe@juno.com

Spoil #	Date	Amount	Readable?	Scannable?
8	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
9	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
10	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
11	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
12	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
13	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>
14	/ /	.	<input type="checkbox"/>	<input type="checkbox"/>

More?

Finished

284

FIG. 24B

Print Error Claim Verification

Review the information below. If everything is correct, click <Process>. If there are any errors, click <Back> and correct them.

Username JohnDoe
Email jdoe@juno.com
Claim # 456782
Claim Total \$13.33

Process

<<Back

288

286

FIG. 24C

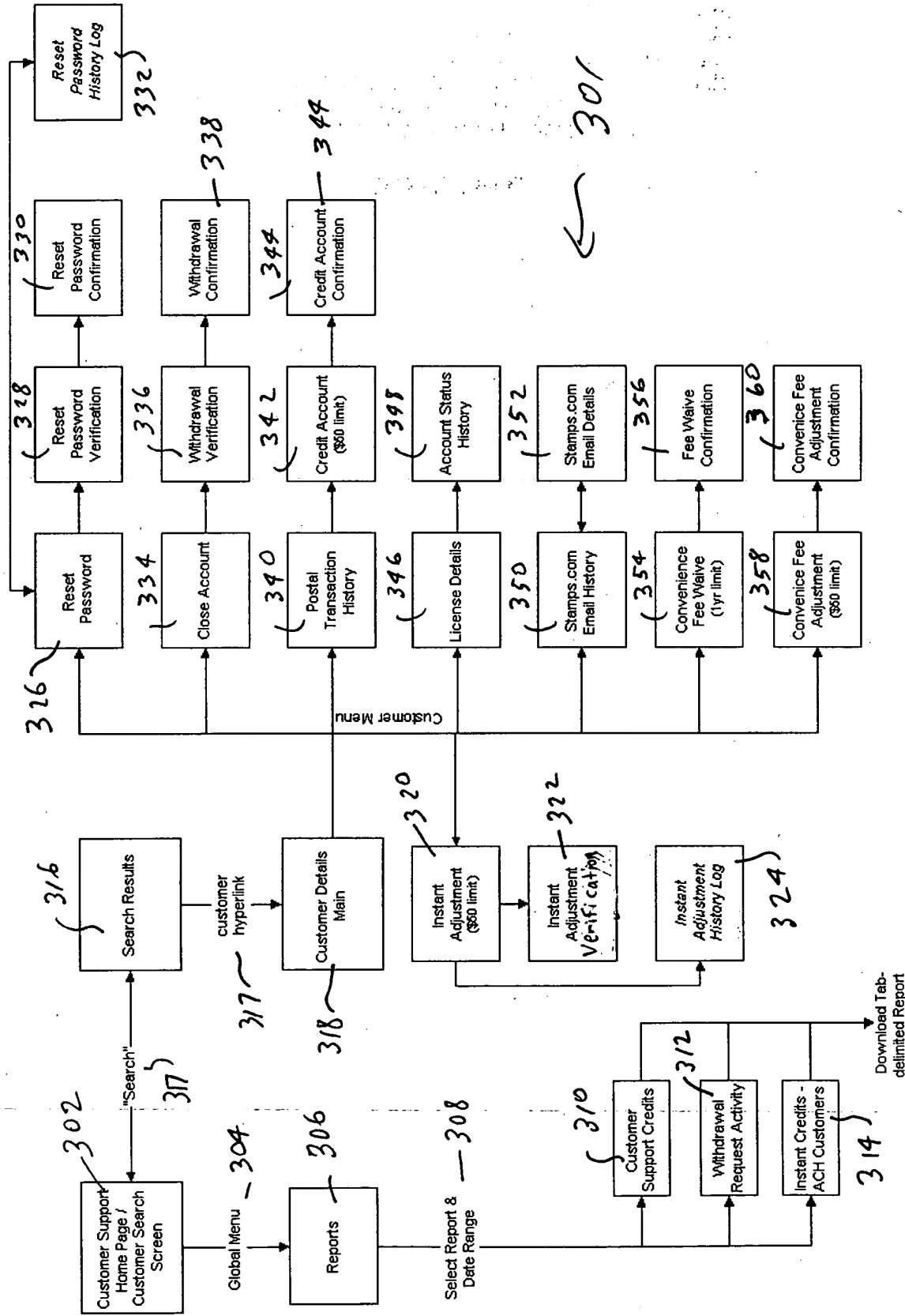


FIG. 25

301

Hi, **cs** — 302 B

Customer Search

Last Name

First Name

Phone #

User Name

Email Address

Account #

Customer ID

Search

Clear

302

302A

FIG. 25A

310

[Home](#) | [Search](#) | [Customer Profile](#) | [Account History](#) | [License Information](#) | [Meter Payment History](#)
[Withdraw Meter](#) | [Instant Adjustment](#) | [Email History](#) | [Reset Password](#)

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Instant Adjustment

Instant Adjustment - will be processed immediately against the customer's account

Amount

.

Reason

Select One

☒ Credit

☐ Debit

Comments

Cancel

FIG. 25B

Instant Adjustment Verification

Please confirm that the following information is correct. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Amount Given to Customer \$15.00
Reason Overcharge of convenience fees
Comments Verified with AR

Submit

Cancel

322

FIG. 25C

Instant Adjustment History Log

Date	Claim #	Amount	CSR Name
06/15/1999	123456	\$1.33	Joe Smith
06/30/1999	234567	\$10.25	Jane Doe
07/02/1999	345678	\$5.50	Jim Brown

324

FIG. 25D

Reset Password History Log			
Date	Method of Reset	Attempts Needed	CSR Name
06/15/1999	Phone	2	Joe Smith
06/30/1999	Email	1	Jane Doe
07/02/1999	Client	1	

332

FIG. 25E

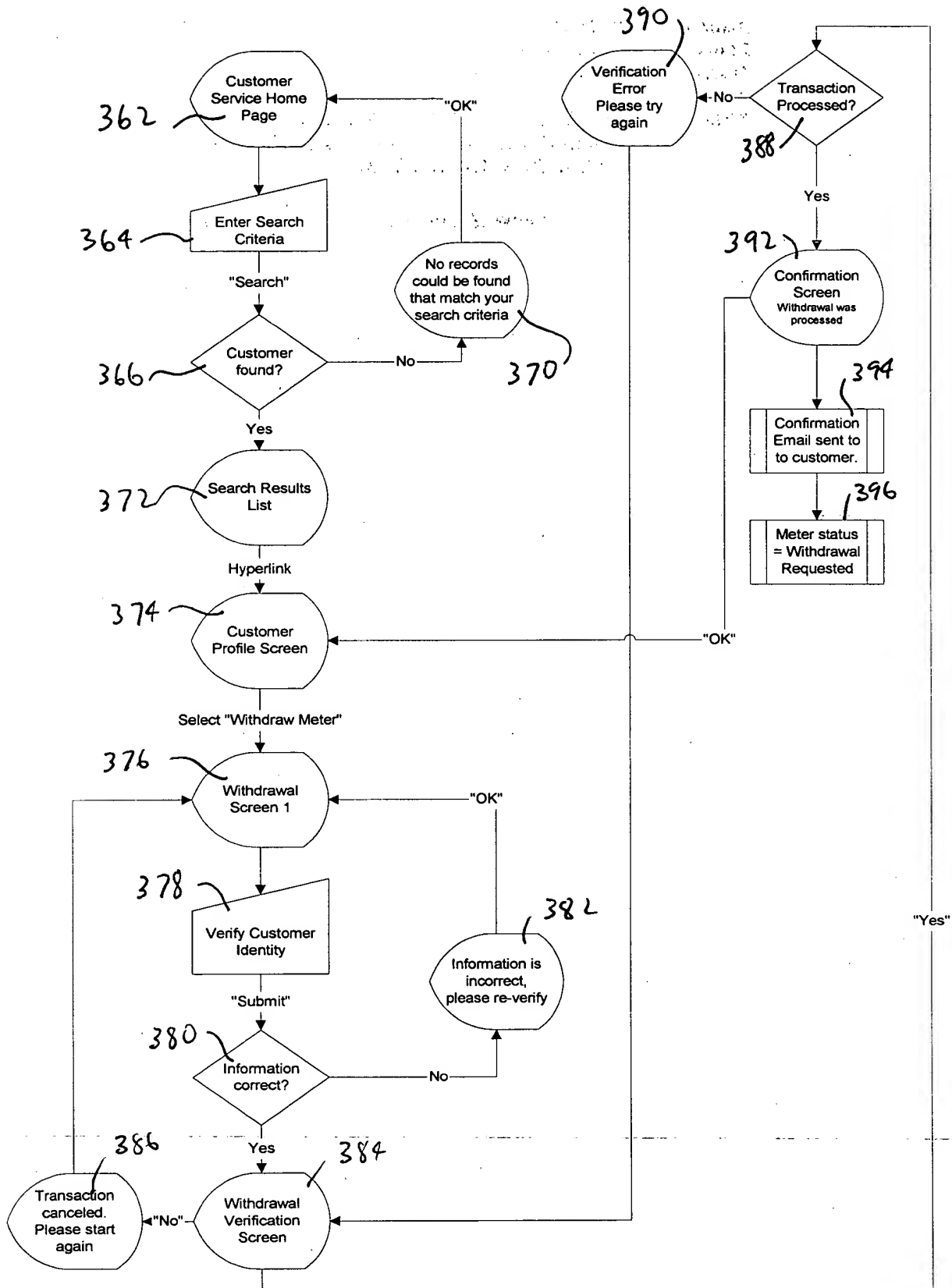


FIG. 26

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Withdraw Meter

Provide the following information to withdraw the meter. If the customer can access the withdrawal feature in their software, they **MUST** initiate withdrawal there.

What is your (mother's maiden name)?

What are the last 4 digits of your (Employee Identification Number)?

Why are you cancelling your Stamps.com service?

What product/service will you now use for your postage needs?

Mail the refund to this Mailing Address

Address

City State Zip Code

FIG. 26A

376

Withdrawal Verification

Do you really want to withdraw <John Doe>'s account and send the refund to:

<1234 Main Street
Santa Monica, CA 90405>?

FIG. 26B

384

Reports

☐ **Customer Support Credits**
☐ **Withdrawal Request Activity**
☐ **Instant Credits ACH Customers**

Start Date: Month Date Year
End Date: Month Date Year

Run Report

306

FIG. 27

Customer Support Credits						
Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
						Total

FIG. 27A

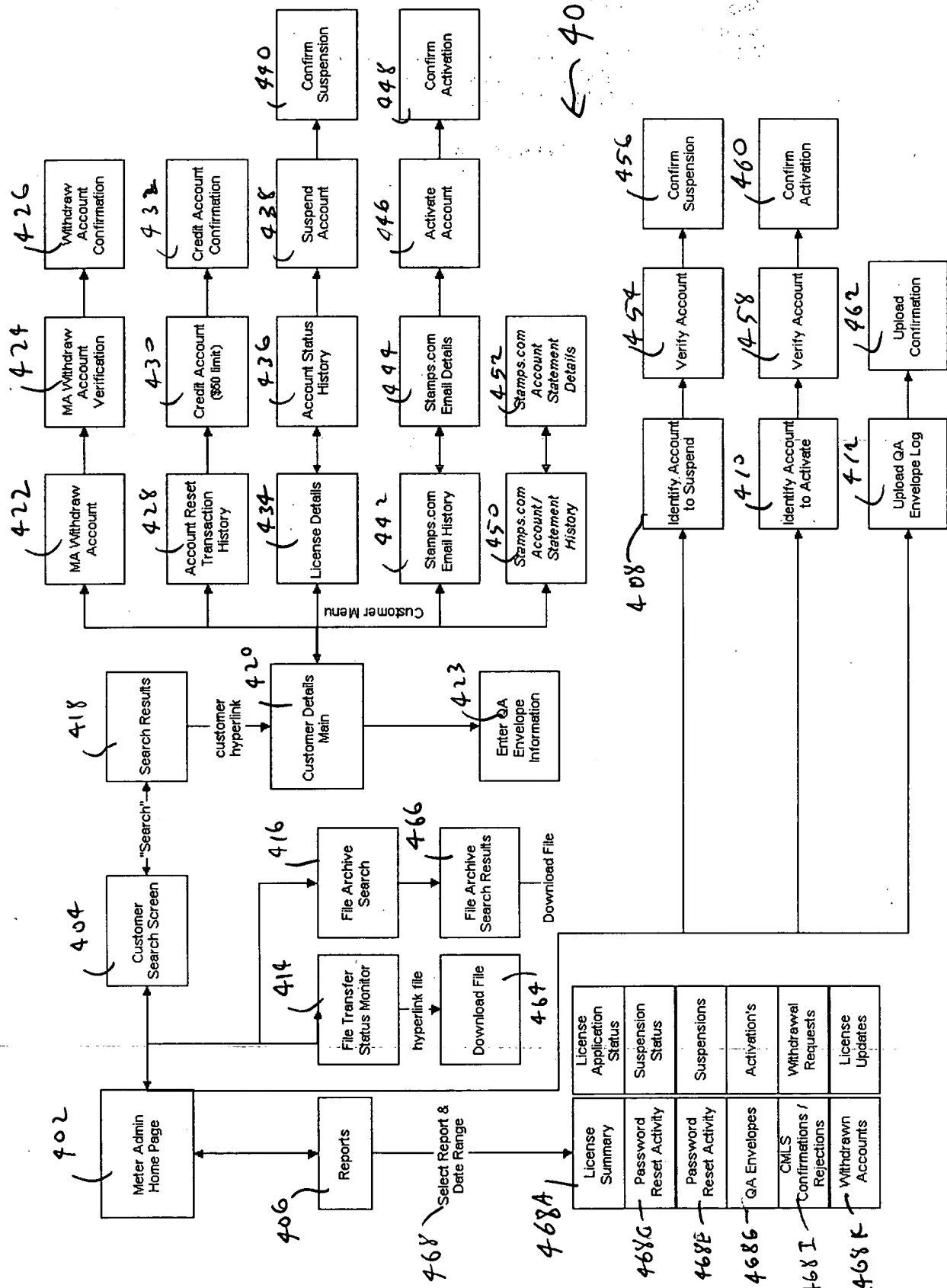
Withdrawal Requests Report							
Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Reason	Manager Name
							Person who initiated
		Count			Total		

FIG. 27B

ACH Credits						
Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
	Count					Total

FIG. 27C

401
402
403
404
405
406
407
408
409
410
411
412
413
414
415
416
417
418
419
420
421
422
423
424
425
426
427
428
429
430
431
432
433
434
435
436
437
438
439
440
441
442
443
444
445
446
447
448
449
450
451
452
453
454
455
456
457
458
459
460
461
462
463
464
465
466
467
468
469
470
471
472
473
474
475
476
477
478
479
480
481
482
483
484
485
486
487
488
489
490
491
492
493
494
495
496
497
498
499
500



F16.28

- 404 — Customer Search
- 406 — Reports
- 408 — Suspend Meter
- 410 — Activate Meter
- 412 — Upload QA Envelope Log
- 414 — File Transfer Status Monitor

402

FIG. 28A

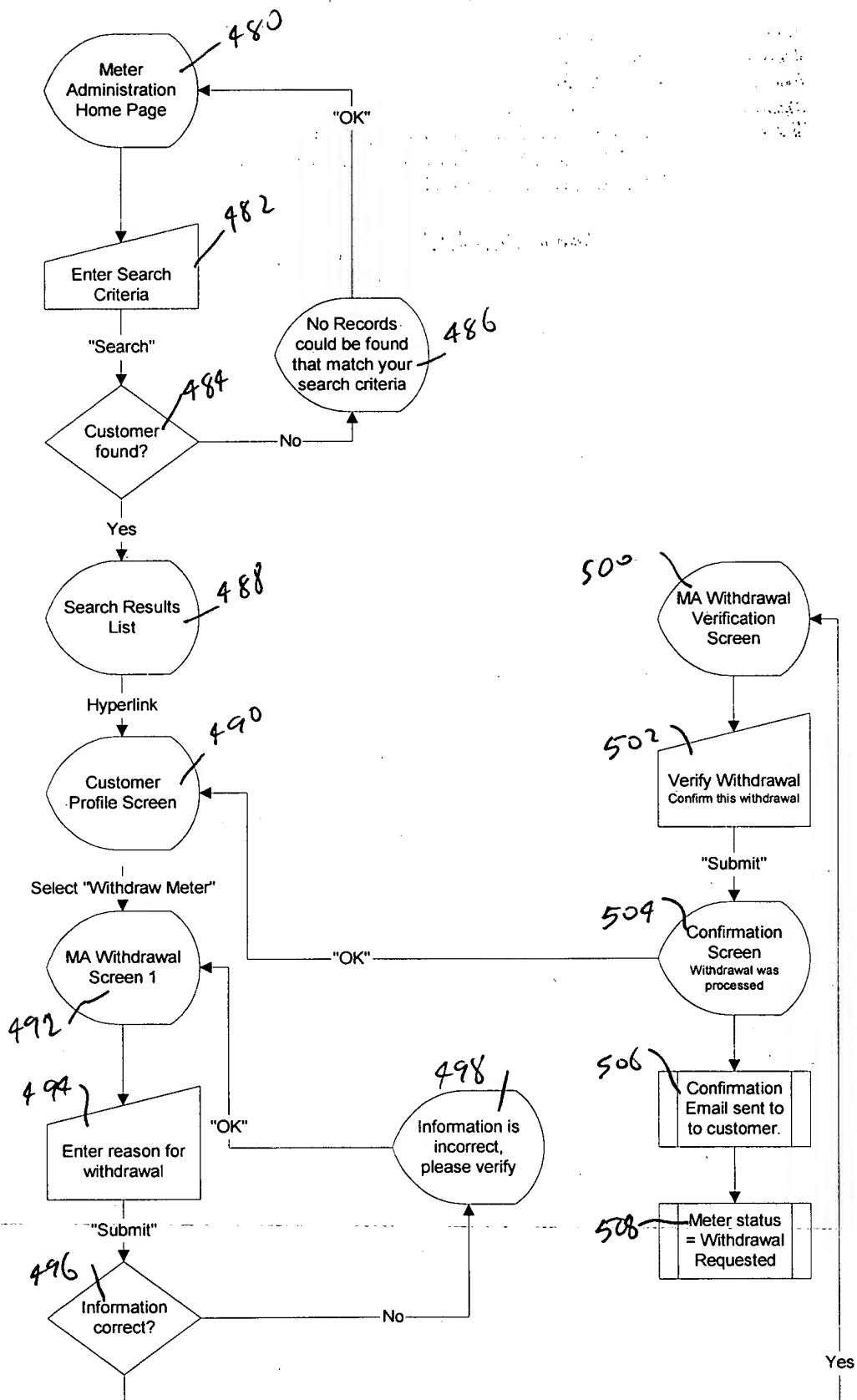


FIG. 29

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Withdraw Meter

Provide the following information to withdraw the meter.

Please enter a reason for withdrawal

What product/service will the customer now use for their postage needs?

Select: ▼

Mail the refund to this Mailing Address

Address

2900 31st St.

City

Santa Monica

 State

CA

 Zip Code

90405

OK

Cancel

FIG. 29A

Meter Withdrawal Verification

Please confirm that the following information. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Reason for Withdrawal	Service does not work.
Product/ Service Customer will now use	None
Refund Address	2900 31st Street Santa Monica, CA 90405

Submit

Cancel

FIG. 29B

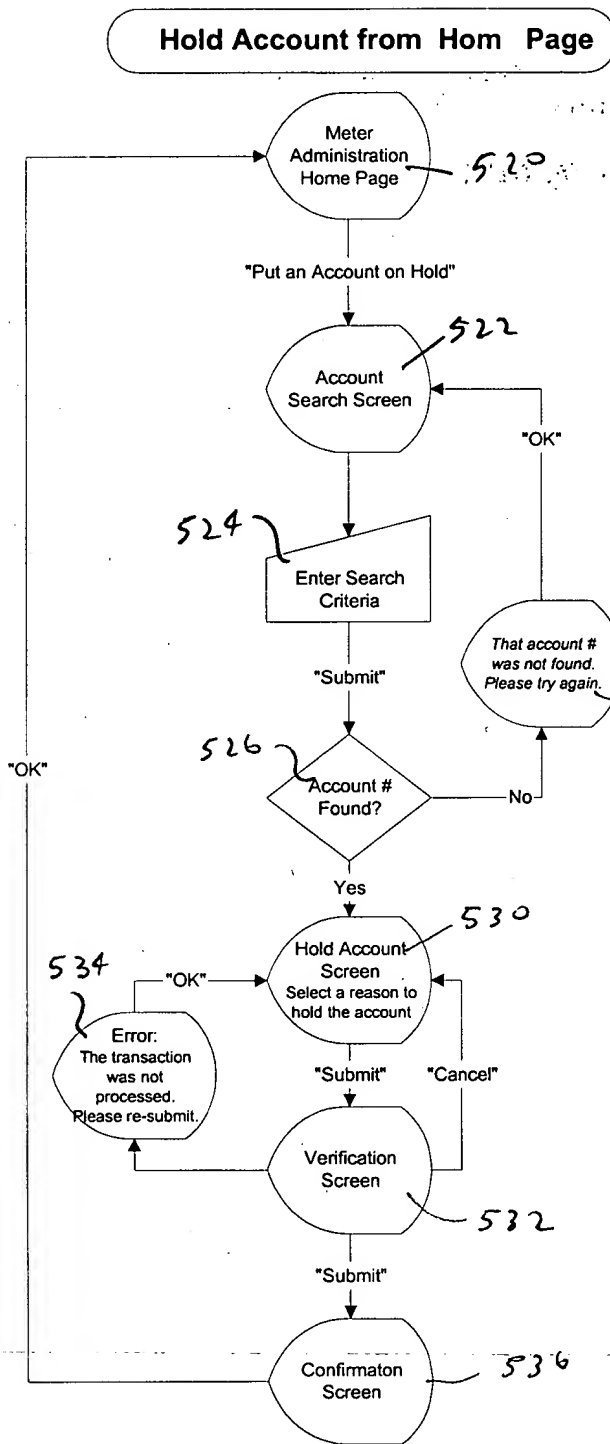


FIG. 30

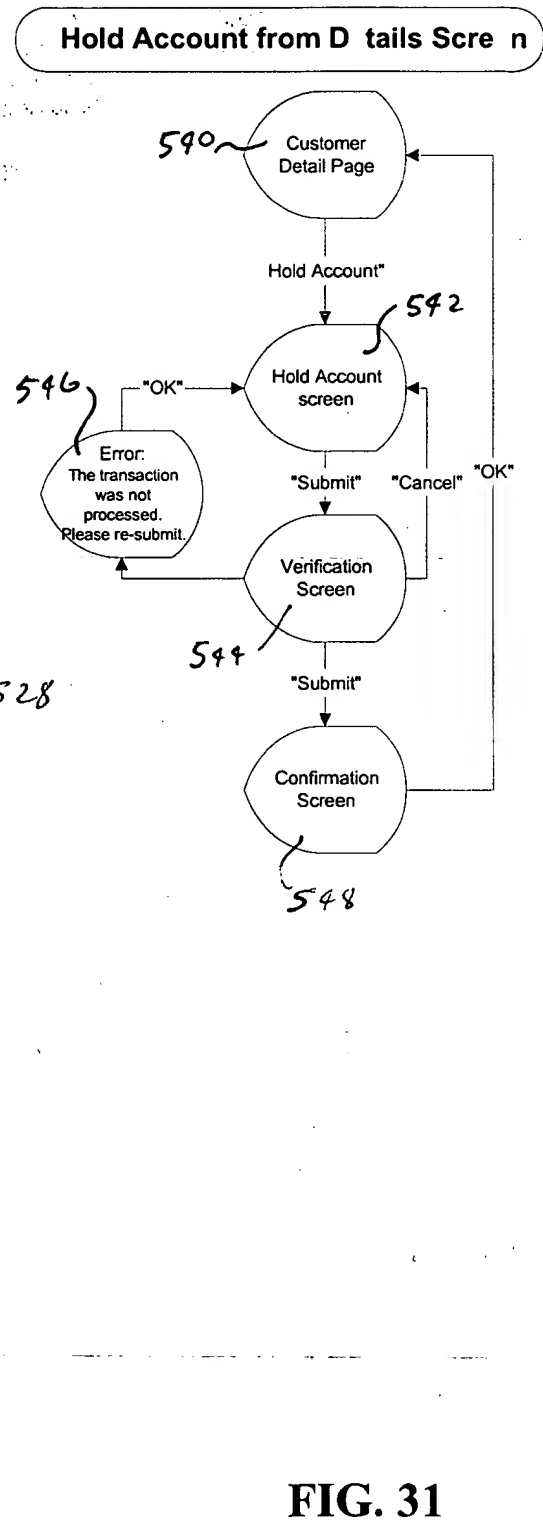


FIG. 31

Account Search

Enter search criteria.

Account #

Username

Email Address

522

FIG. 30A

Hold Account

Select a reason to put the account on hold and click the <Submit> button.

Reason for Hold: QA Envelope Not Received ☒

Comments:

530

FIG. 30B

Hold-Account Verification

Review the information below. If everything is correct, click <Process>. If there are any errors, click <Back> and correct them.

Account #	300123
Reason for Suspension	QA Envelope Not Received
Comments	QA Envelope 20 days late.

Process

<<Back

532

FIG. 30C

Activat Account from Hom Pag

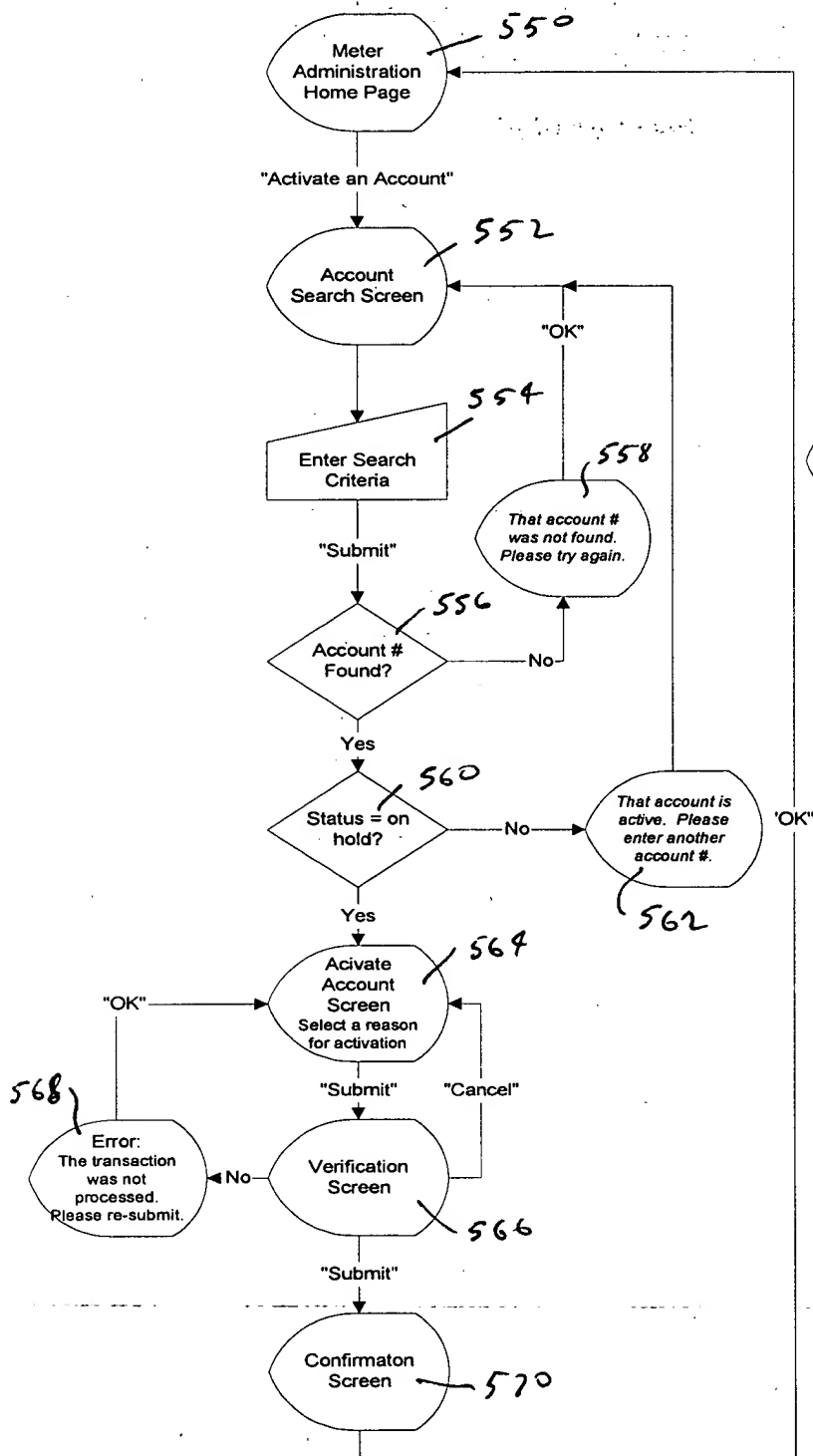


FIG. 32

Activate Account from Details Screen

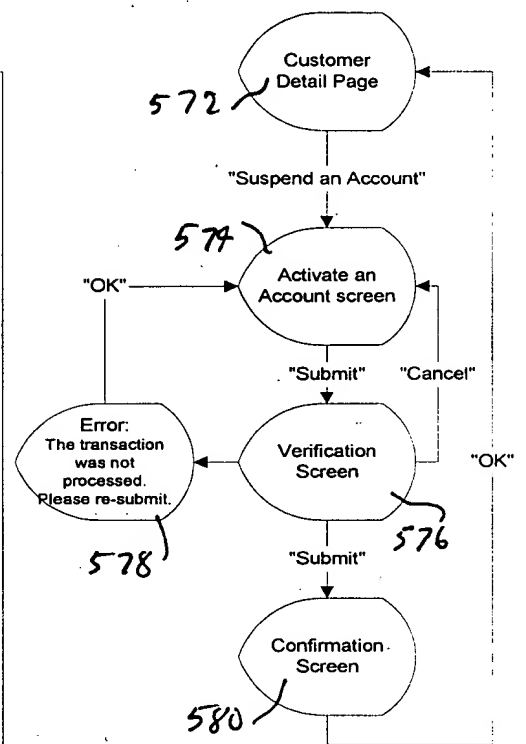


FIG. 33

Activate an Account

Select a reason to activate the account and click the <Submit> button. To select multiple reasons, use the <CNTRL> or <SHIFT> key.

Status: Account Hold - No QA Envelope Account Hold - Payment Problem Account Hold - Administrative Problem	Comments: John Doe 6/16/99 - The QA Envelope is 20 days over due. Jane Doe 6/17/99 - Convenience Fee payment was declined by credit card. John Doe: 6/19/99 - Suspected Fraud
---	--

Reason for Activation: QA Envelope Passed <input checked="" type="checkbox"/>	<input type="checkbox"/> Postage Purchase Approved <input type="checkbox"/> Payment Problem Resolved <input type="checkbox"/> Postage License Application Received <input type="checkbox"/> Postage License Reinstated <input type="checkbox"/> Administrative Problem Resolved
--	---

Comments:	<input type="text"/>
------------------	----------------------

564

FIG. 32A

Activate an Account Verification

Review the information below. If everything is correct, click <Process>. If there are any errors, click <Back> and correct them.

Account #	300123
Status	Account Hold - No QA Envelope Account Hold - Payment Problem Account Hold - Administrative Problem
Reason for Activation	QA Envelope Passed Administrative Problem Resolved Payment Problem Resolved
Comments	QA Envelope passed scan. Suspected fraud turned out to be another family member who did not know the password. Credit Card company honored the payment.

566

FIG. 32B

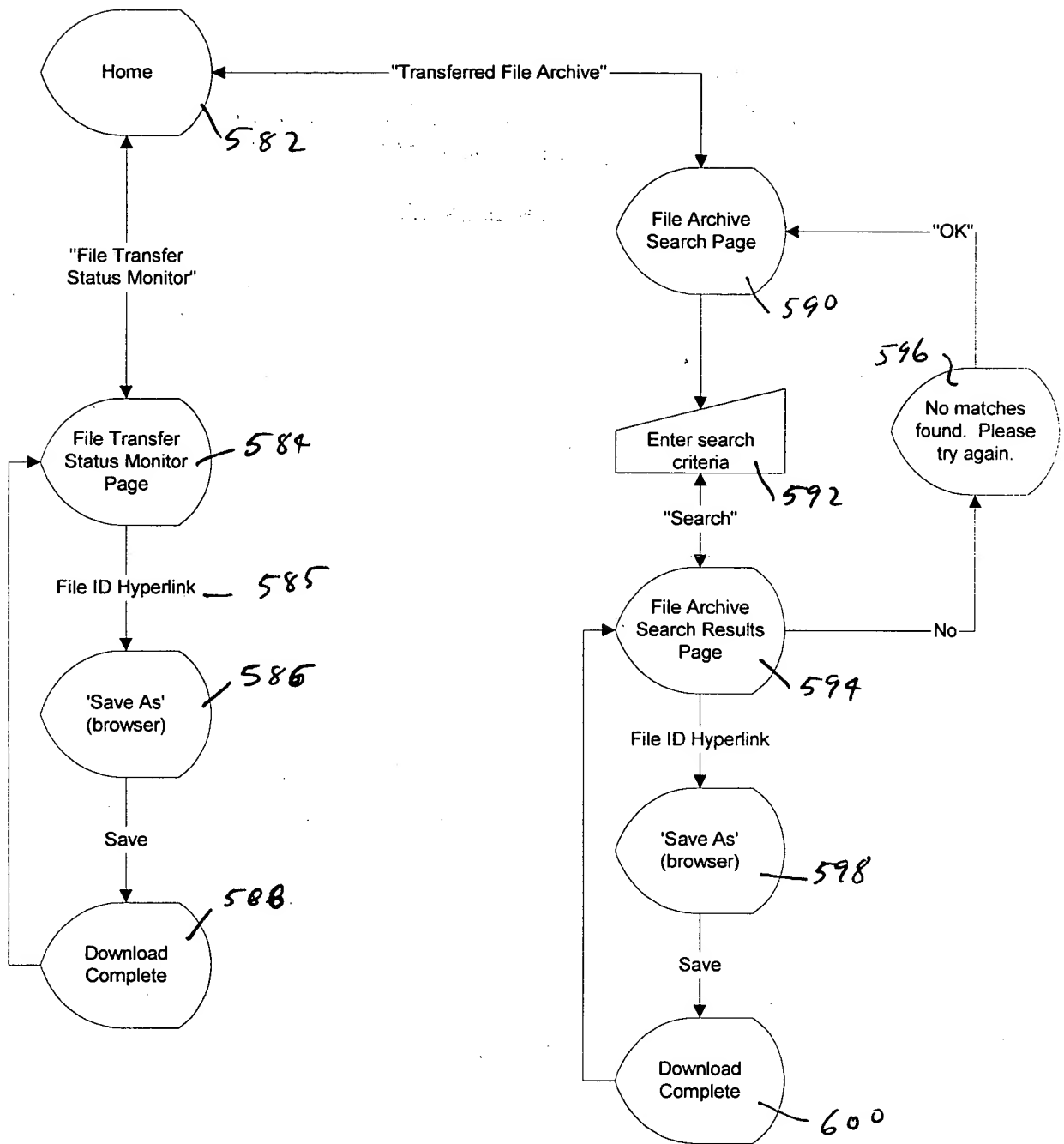


FIG. 34

File Transfer Status Monitor

September 9, 1999

Current Time: 08:50:09

CMLS

Scheduled Time	Status Date	Time	Upload/Download	Status	File ID	File Type
06:30	09/09/1999	06:31	Upload	Sent OK	345909099	License Applications
06:50	09/09/1999	06:51	Download	Retrieved OK	345909099	Acknowledgement
08:40	09/09/1999	11:33	Download	Retrieved OK	345909099	License Approvals
08:30	09/09/1999	08:31	Upload	Sent OK	345909100	License Applications
08:50	09/09/1999	08:50	Download	In Process	345909100	Acknowledgement
10:40			Download	Not Processed	345909100	License Approvals
10:30			Upload	Not Processed	345909101	License Applications
10:50			Download	Not Processed	345909101	Acknowledgement
12:40			Download	Not Processed	345909101	License Approvals
12:30			Upload	Not Processed	345909102	License Applications
12:50			Download	Not Processed	345909102	Acknowledgement
14:40			Download	Not Processed	345909102	License Approvals
14:30			Upload	Not Processed	345909103	License Applications
14:50			Download	Not Processed	345909103	Acknowledgement
16:40			Download	Not Processed	345909103	License Approvals
16:30			Upload	Not Processed	345909104	License Applications

CMRS

Scheduled Time	Status Date	Time	Upload/Download	Status	File ID	File Type
08:47	09/09/1999	08:50	Upload	In Process	8949594	Meter Resetting File
08:46	09/09/1999	08:50	Upload	Line Busy - Retry #1	855940563	Address Movement File
08:44	09/09/1999	08:50	Upload	ERROR - File Upload	58940300a	License Movement File

Citibank ACH

Scheduled Time	Status Date	Time	Upload/Download	Status	File ID	File Type
16:15			Upload	Not Processed	0909995050500	ACH Transfers
16:20			Download	Not Processed	0909995050500	Acknowledgment
08:00	09/09/1999	08:02	Download	No Files		Returns File
10:30			Download	Not Processed		Returns File
14:00			Download	Not Processed		Returns File
11:30			Upload	Not Processed	5x95	Password File

Citibank ACH

Scheduled Time	Status Date	Time	Upload/Download	Status	File ID	File Type
16:15			Upload	Not Processed	0909995050500	ACH Transfers
16:20			Download	Not Processed	0909995050500	Acknowledgment
08:00			Download	Not Processed	09099950	Returns File

FIG. 34A

Status	Definition
Normal Process	
Not Processed	The file has not been created yet.
In Progress	File transfer is in process
Sent OK	File upload is complete
Retrieved OK	File download is complete
No Files	No files found during check (ACH only)
Delays	
File Missing - Retry #n (n = 1-3)	Download file not found during initial check, will retry up to 3 times
Line Busy - Retry #n (n = 1-3)	Encountered a busy signal on the first attempt, will retry up to 3 times
Errors	
Cannot Connect!	The line picked-up but could not establish a connection.
Cannot Find Files!	Download file not located after the third attempt.
Line Busy!	All retry attempts encountered a busy signal.
Transfer Incomplete!	File transfer was aborted while upload/download in process.
No Dial-Tone!	There is no dial-tone from the modem.

FIG. 34B

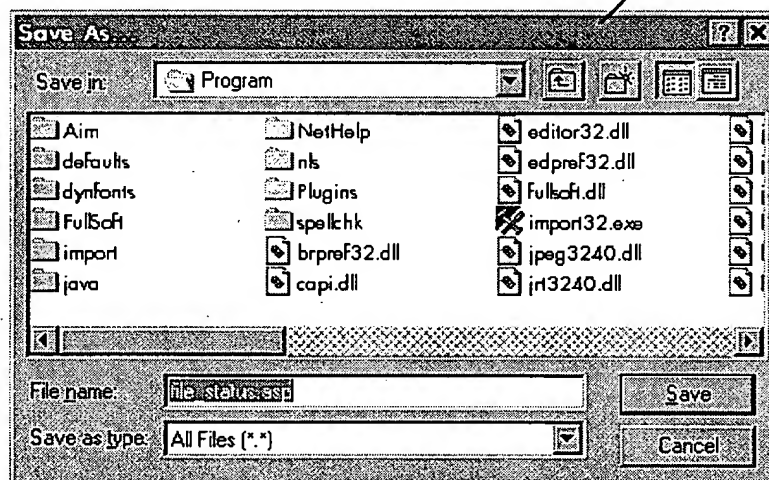


FIG. 34C

File Archive Search

590 — **Scheduled Date**

Scheduled Time

File ID

File Status

File Type

Search

FIG. 34D

594)

File Search Results			
Date/Time	File ID	Status	File Type
06/16/1999 07:30 AM	<u>1234567</u>	Processed	License Notification
06/16/1999 09:30 AM	<u>1234568</u>	Sent OK	License Applications
06/16/1999 11:30 AM	<u>1234569</u>	Processed	Acknowledgment
06/16/1999 01:30 PM	<u>1234570</u>	Processed	Update Notification
06/16/1999 03:30 PM	<u>1234571</u>	Sent OK	License Updates
06/16/1999 05:30 PM	<u>1234572</u>	Processed	License Notification
06/16/1999 07:30 PM	<u>1234573</u>	Processed	Acknowledgment
06/16/1999 09:30 PM	<u>1234574</u>	Processed	License Notification
06/16/1999 11:30 PM	<u>1234575</u>	Sent OK	License Applications
06/17/1999 01:30 AM	<u>1234576</u>	Sent OK	License Applications

FIG. 34E

598-

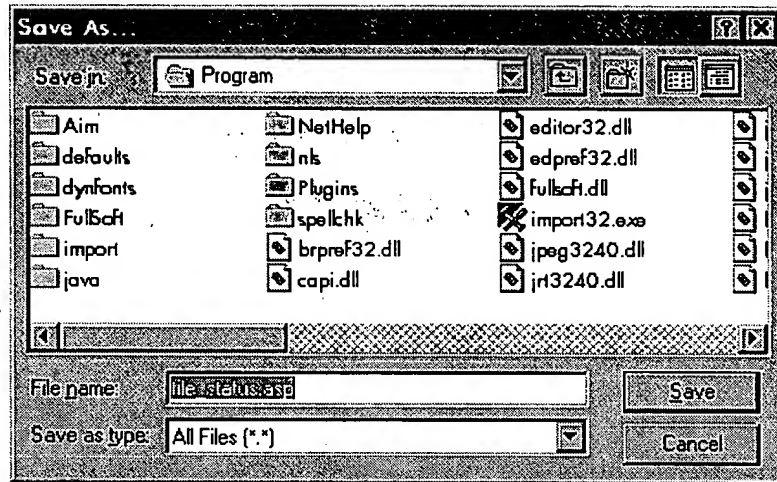


FIG. 34F

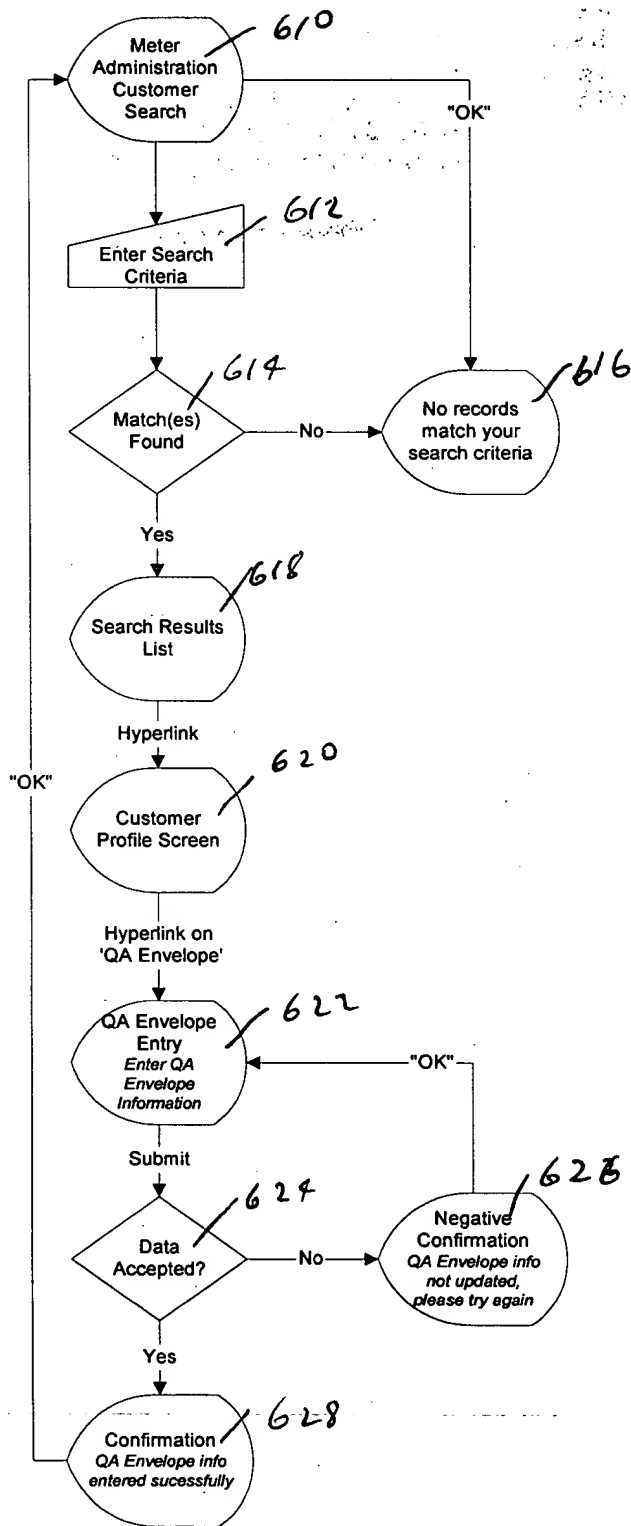


FIG. 35

QA Envelope Entry

Please Enter QA Envelope Information.

Postmark Date

(Enter 00 if envelope not received)

Status

00 Passed

- 01 Not Passed, bad indicia
- 02 Indicia scanned, but misprinted
- 03 FIM Error
- 04 Address Error
- 05 Postnet Barcode Error
- 06 Damaged Envelope, not scannable, looks OK

Submit

622

FIG. 35A

Upload the QA Envelope Log

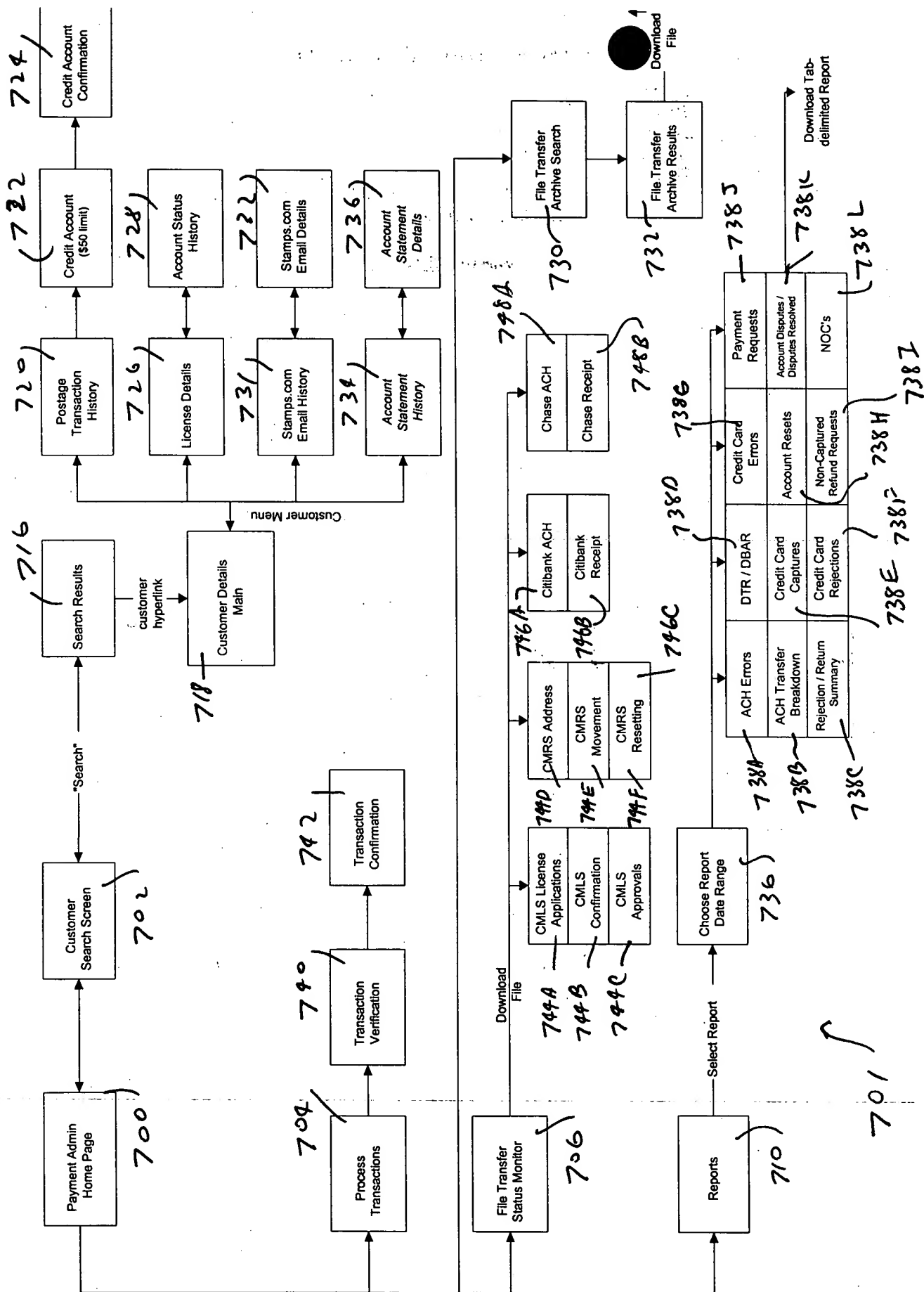
Enter the file location

Browse

OK **Cancel**

412

FIG. 35B



License Summary				
Customer ID	Customer Name	Meter Number	License Number	Date Granted

468A

FIG. 36A

Historical Summary							
Customer ID	Customer Name	Meter Number	Date Rejected	Reason	Current License (Y/N)	Date Granted	License Number

468B

FIG. 36B

Customer Collateral / QA Envelope					
Customer ID	Meter Number	Item Scanned	Date Received	Status Code	Status Description
		Beta paperwork, 3601A hardcopy, QA envelope			

486G

FIG. 36C

Application Rejection					
Customer ID	Meter Number	Problem Type	Error Code	Error Code Explanation	Application ID#
		Basic integrity check, edit check, application format check			
Count					

468I

FIG. 36D

Withdrawn Meters Report							
Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
Withdrawn Meters							
						N/A	Person who initiated
		Count			Total		(if applicable)
Meters that could not be Withdrawn							
		Count			Total		

468K

FIG. 36E

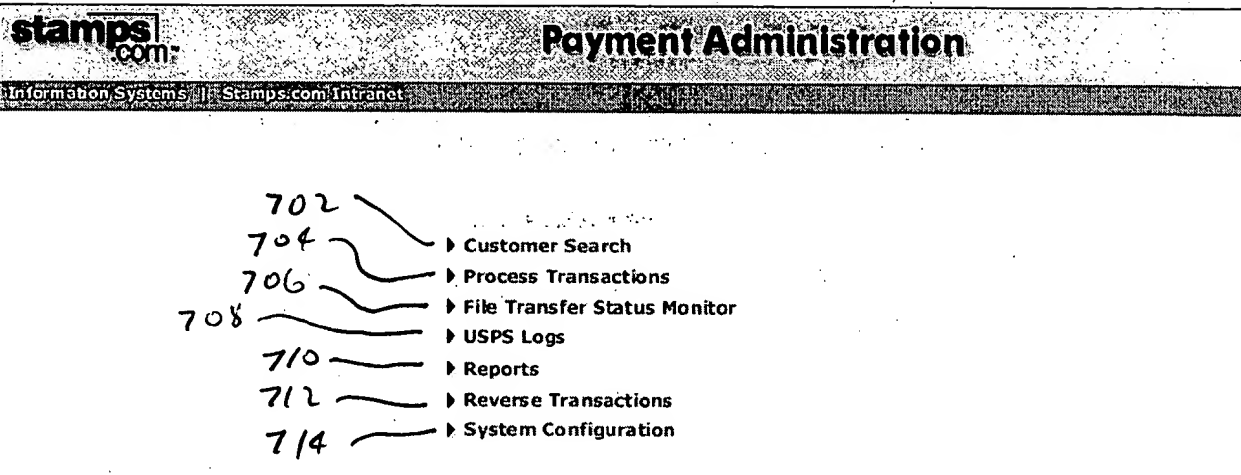


FIG. 37A

Chase - Fees

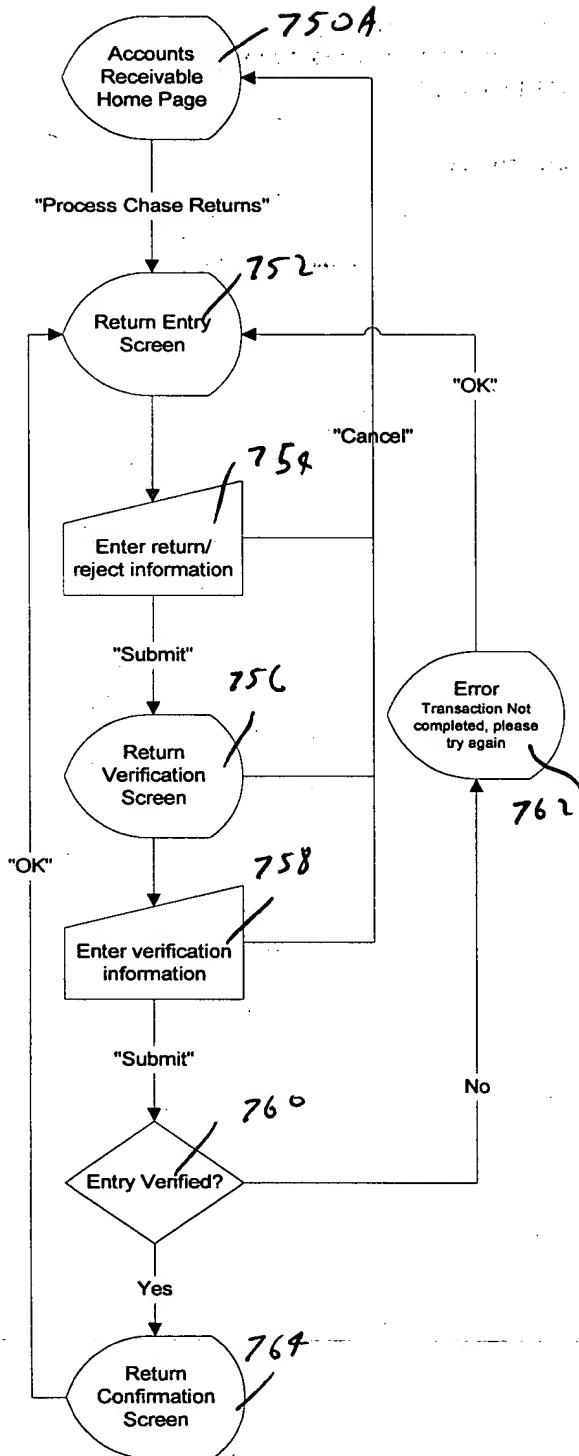


FIG. 38B

Citibank - Postage

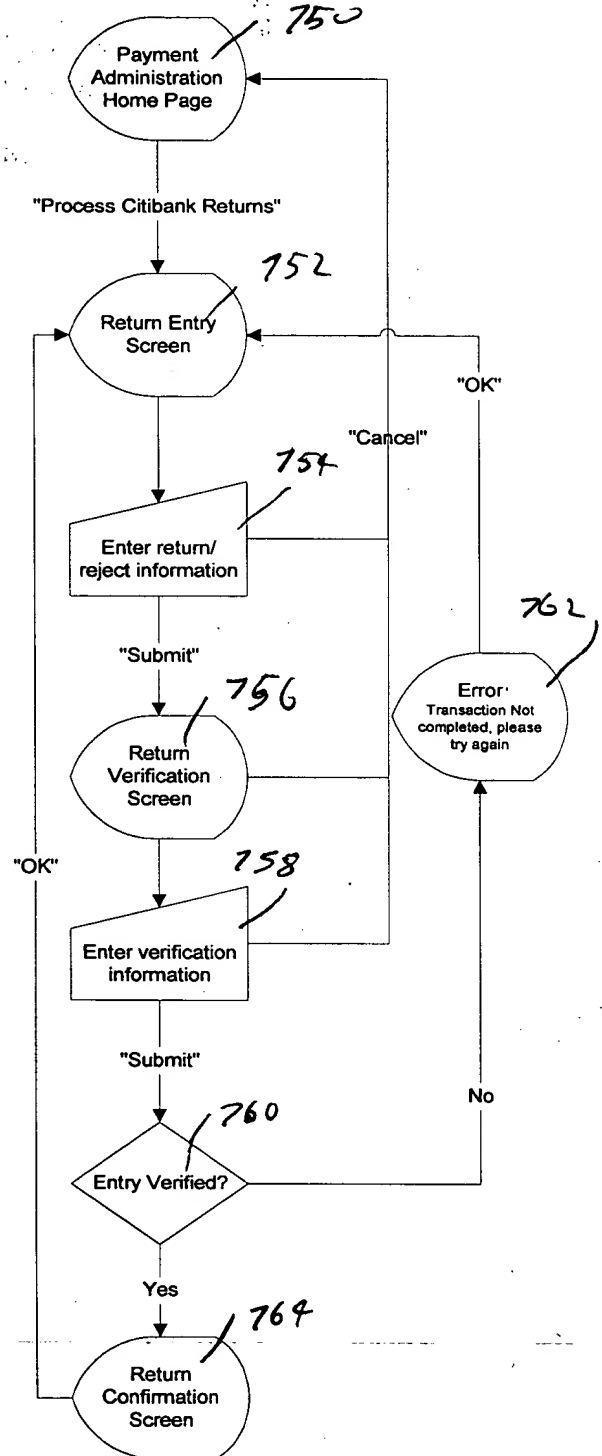


FIG. 38A

ACH Transaction Rejections and Returns

Enter the Transaction ID # and Process Date

Transaction ID #

Process/ Effective Date

Select a Code

NACHA CODE

R01 - Return for NSF

Submit

Cancel

754

FIG. 38C

NACHA Return and Rejection Codes

ACH Code	Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Reserved
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer (adjustment entries)-
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized (adjustment entries)
R11	Check Truncation Entry Return (Specify)
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified to Participate/ Routing Number not Valid
R14	Account-holder Deceased (Representative Payee Deceased or Unable to Continue in that Capacity)
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Edit Criteria (Specify)
R18	Improper Effective Entry Date
R19	Amount Field Error
R20	Non-Transaction Account
R21	Invalid Company identification
R22	Invalid Individual ID Number

FIG. 38D

R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R25	Addenda Error
R26	Mandatory field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate Customer Address Not Authorized
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible Return Entry (CCD and CTX only)
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R40	Non-Participant in ENR Program (ENR only) [Return of ENR Entry by Federal Government Agency (ENR Only)]
R41	Invalid Transaction Code (ENR only)
R42	Routing Number/Check Digit Error (ENR only)
R43	Invalid DFI Account Number (ENR only)
R44	Invalid Individual ID Number (ENR only) [Invalid Individual ID Number/Identification Number (ENR only)]
R45	Invalid Individual Name (ENR only) [Invalid Individual Name./Company Name (ENR only)]
R46	Invalid Representative Payee Indicator (ENR only)
R47	Duplicate Enrollment (ENR Only)
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name/ Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Reserved
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Incorrect Company Identification
C13	Addenda Format Error

FIG. 38D (continued)

ACH Transaction Verification

Please confirm that the following information appears on the fax. If any information is incorrect, click <CANCEL> on the <Back> button on your browser to correct.

Name on Account John Doe
Transaction Amount 100.25
Process Date 06/16/1999
NACHA CODE R-01 - Return

Please re-enter the Transaction ID # and submit

Transaction ID #

Submit

Cancel

760

FIG. 38E

ACH Payment Rejected/Returned Report

Meter Number	Customer ID	Transaction ID	Request Date	Type	Amount
				reject/return	
Count			Total		

738A

FIG. 39A

ACH Transfer Breakdown Report

Meter Number	Customer ID	Transaction ID	Request Date	Amount
Free Postage Transfers				
		Count		Total
Merchant Postage Transfers				
		Count		Total
Spoilage and Other Transfers				
		Count		Total

738B

FIG. 39B

Rejection / Return Summary Report						
Meter Number	Customer ID	Transaction ID	Reject Date	Type	Reason	Amount
				Reject/Return		
		Count				
			Total			

738C / **FIG. 39C**

Captured Credit Card Payments					
Meter Number	Customer ID	Transaction ID	Request Date	Capture Date	Amount
		Count			
			Total		

738D / **FIG. 39D**

Credit Card Payment Rejected/Returned Report						
Meter Number	Customer ID	Transaction ID	Request Date	Type	Reason Code	Amount
				reject/return		
		Count				
			Total			

738E / **FIG. 39E**

Meter Resets Report					
Meter Number	Customer ID	Transaction ID	Request Date	Reset Date	Amount
		Count			
			Total		

738H / **FIG. 39F**

7380

Activity Date:	<i>date</i>	
To:	United States Post Office Ms. Sheryl L. Stone Accounting Service Center - Finance Branch 2825 Lone Oak Parkway, Egan MN 55121-9610	
Telephone:	651-406-1103	
Fax	651-406-1259	
From:	Stamps.com	
Name	<i>Address</i>	
Telephone:	### ##	
Fax:	### ##	

Ref #	Description	
1	Previous Day Ending Account Balance	
2	(+) EFT Collections From Lockbox Bank	
3	(+) Credit Card Collections	
4	(-) Credit Card Fees	
5	(-) Total Meter Resettings	
6	(-) EFT Reversals	
7	(-) Credit Card Charge Backs	
8	(-) Postage Refunds	
9	(+/-) Miscellaneous Adjustments	
10	(-) Meter Company Funds	
11	Ending Account Balance	

FIG. 39G

Stamps.com		
Detail for the Daily Bank Activity Reconciliation (DBAR)		
Activity Date:		
Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed		
Resubmission Date	Meter ID	Amount
		\$
Postage Purchases Processed for License Applications Pending Approval (Resetting to be Reported Upon Approval)		
Process Date	Meter ID	Amount
		\$
Meter Resettings for Approved License Applications where Postage Purchases had Previously Been Processed		
Reset Date	Meter ID	Amount
		\$
		\$
Rejected Transactions		
Effective Date	Meter ID	Amount
		\$
Returned and Retired Transactions		
Process Date	Meter ID	Amount
		\$
		\$
Credit Card Charge Backs		
Process Date	Meter ID	Amount

FIG. 39H

Non-Captured Refund Requests					
Meter Number	Customer ID	Original Transaction ID	Original Transaction Date	Amount	Date Quitt
		Count	Total		

FIG. 39I

7382

Payment Requests Report						
Meter Number	Customer ID	Transaction ID	Request Date	Type	Amount	Meter Status
				ACH/Visa/MC		
		Count			Total	Status Count

738J

FIG. 39J

Account Disputes Resolved							
Meter Number	Customer ID	Transaction ID	Transaction Date	Amount	Date Resolved	Conclusion	Reason
			Count			Total	

738K

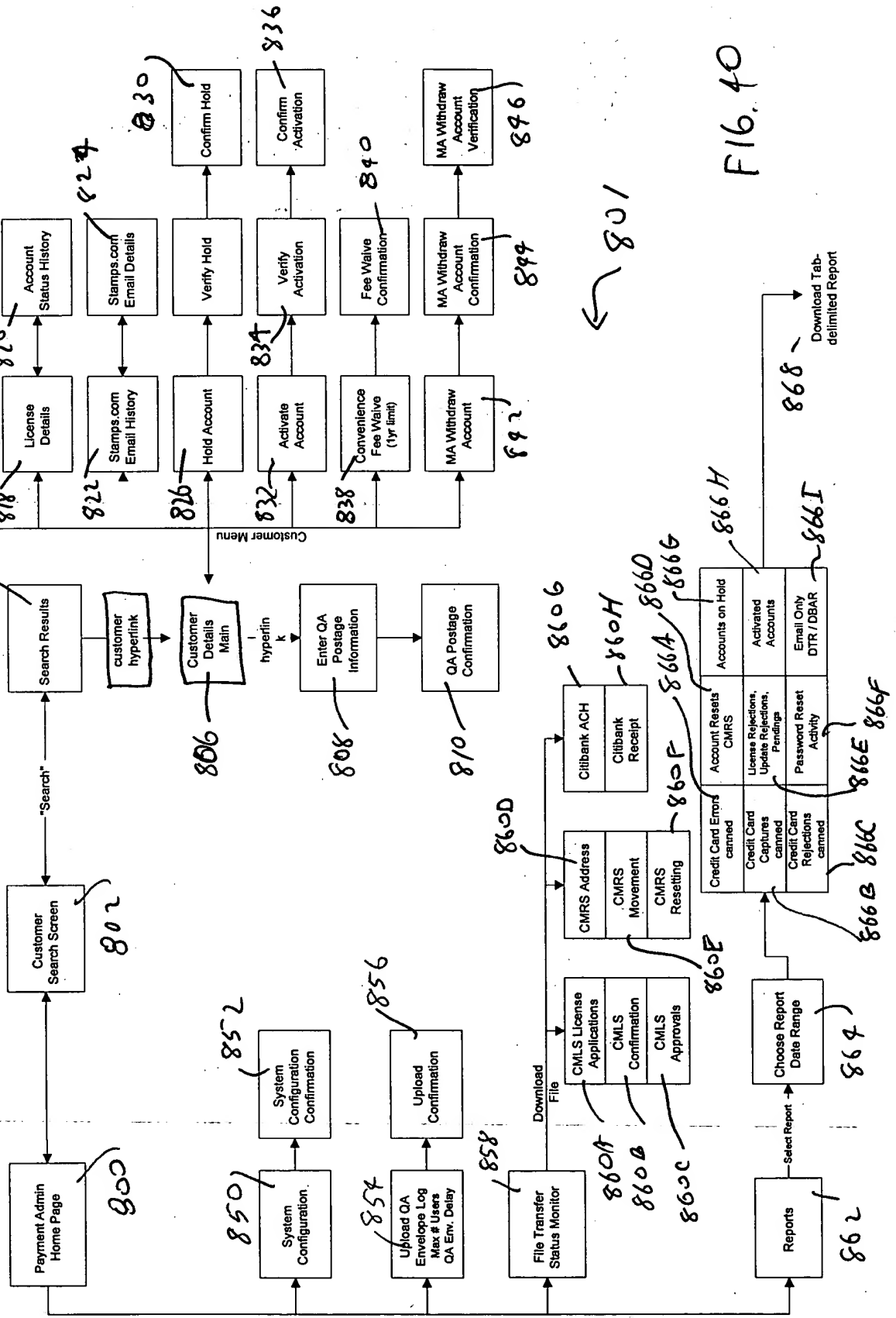
FIG. 39K

NOC Report					
Meter Number	Customer ID	Transaction ID	Request Date	Amount	Description
			Count	total	

738L

FIG. 39L

Commerce Managers



F16.40

801

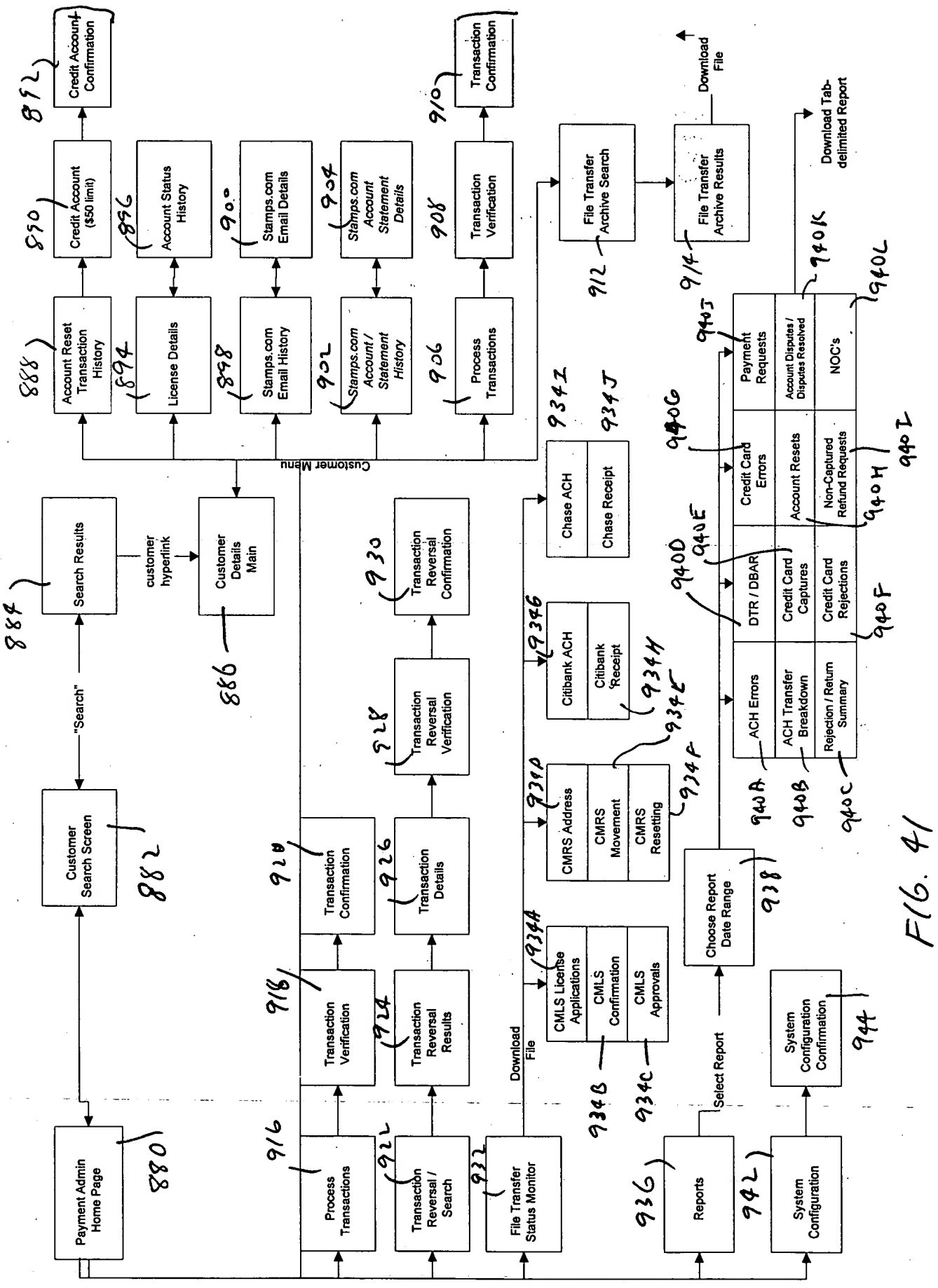


FIG. 41

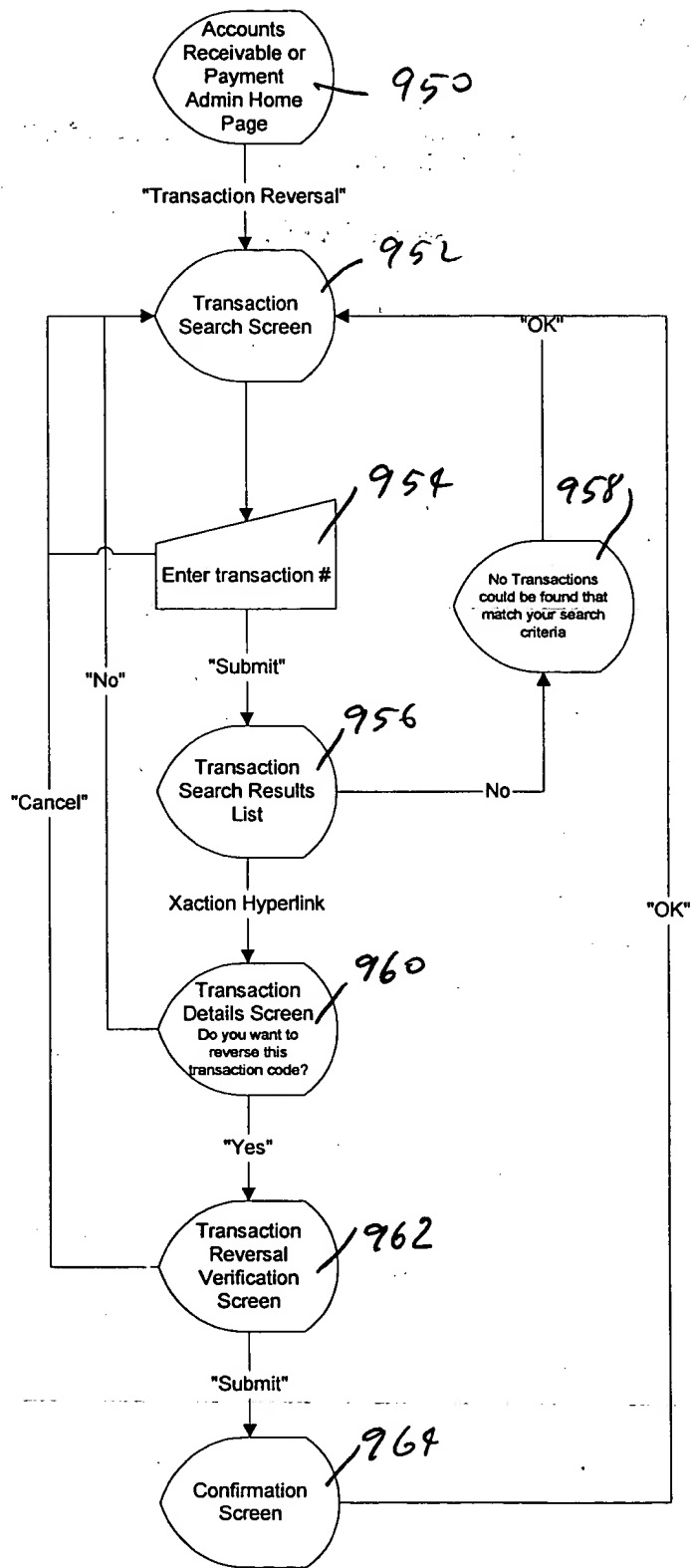


FIG. 42

Transaction Search

Enter a Transaction ID # to search

Transaction ID #

952

FIG. 42A

Transaction Search Results		
Transaction ID #	Meter #	Process Date
1234567	300001	06/16/1999

956

FIG. 42B

Transaction Details

DTR Date	Transaction Date	Transaction ID #	Customer Name	Amount	Status	Code	Process Date
06/18/1999	06/18/1999	06/18/1999	John Doe	\$100.25	Returned	R-01	06/20/1999

Hit the "Submit" button to confirm this transaction reversal.

960

FIG. 42C

Transaction Reversal Verification

Hit the "Submit" button to complete the reversal of this transaction. If this information is incorrect, hit the "Cancel" button.

Name on Account	John Doe	
Transaction Amount	100.25	
Process Date	06/20/1999	
NACHA CODE	R-01 - Return	

962

FIG. 42D

Transaction Search

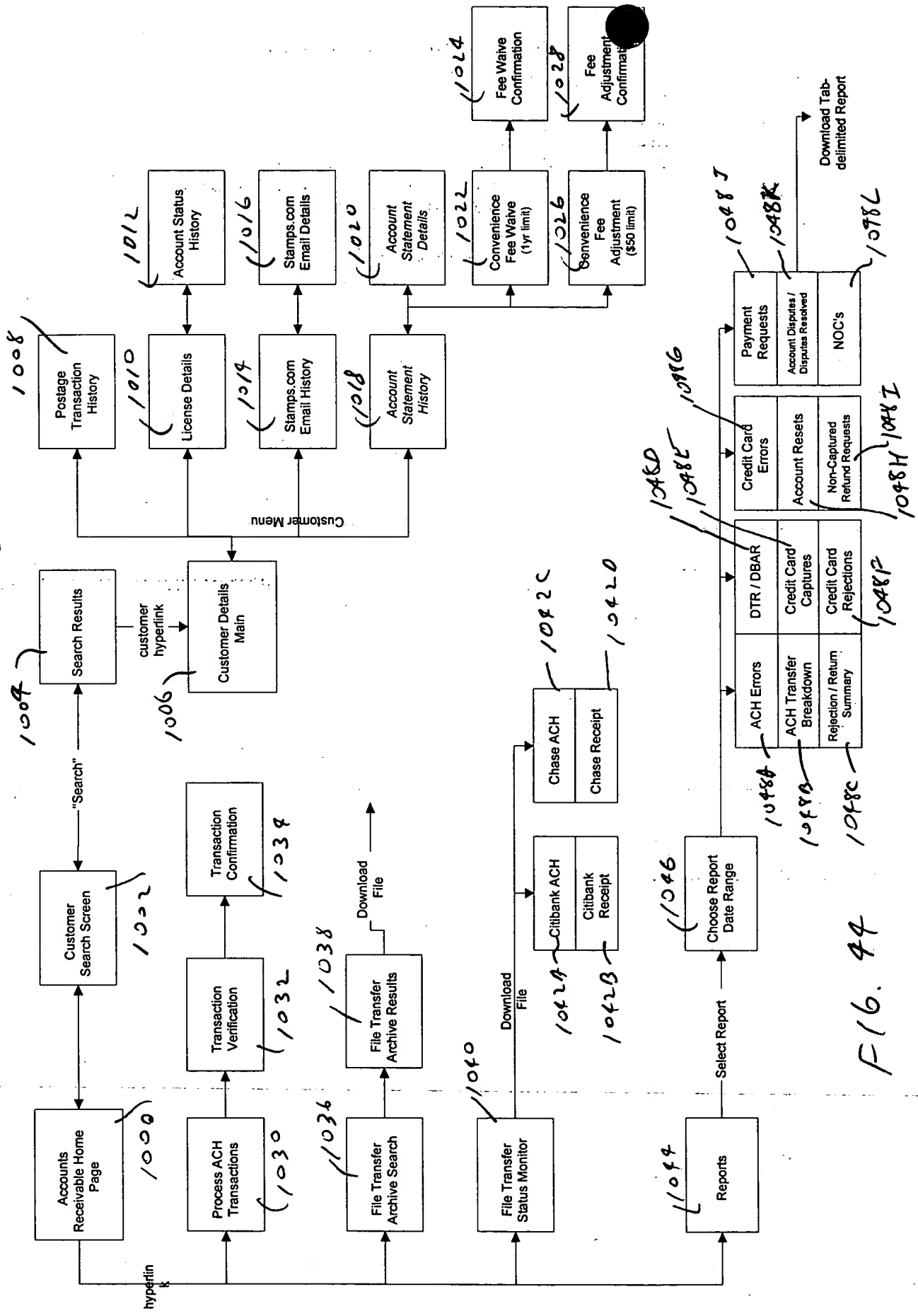
Enter a Transaction ID # to search

Transaction ID #

FIG. 43

any other data that may be used to identify the user or the system should be included in the data set.

✓ 1001



F16.44

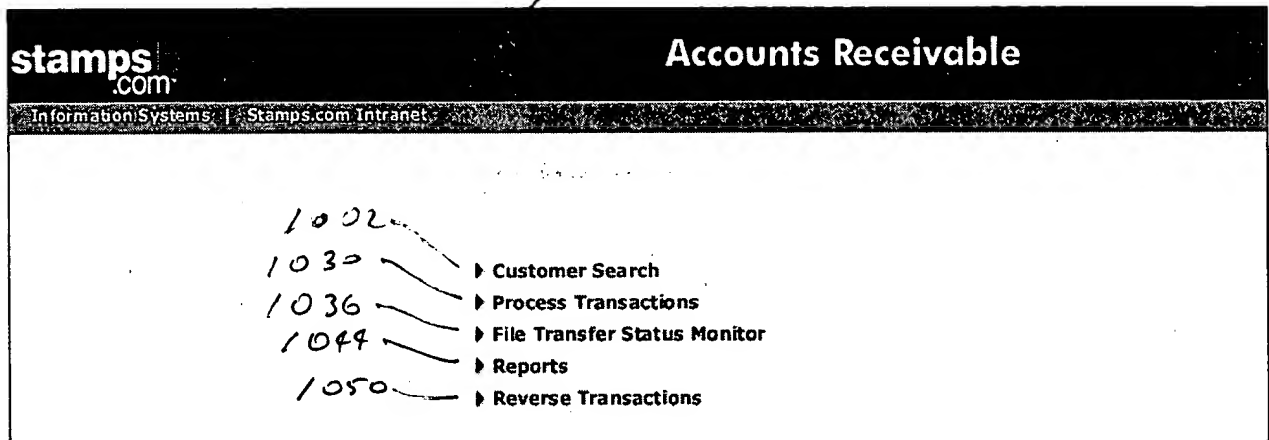


FIG. 45

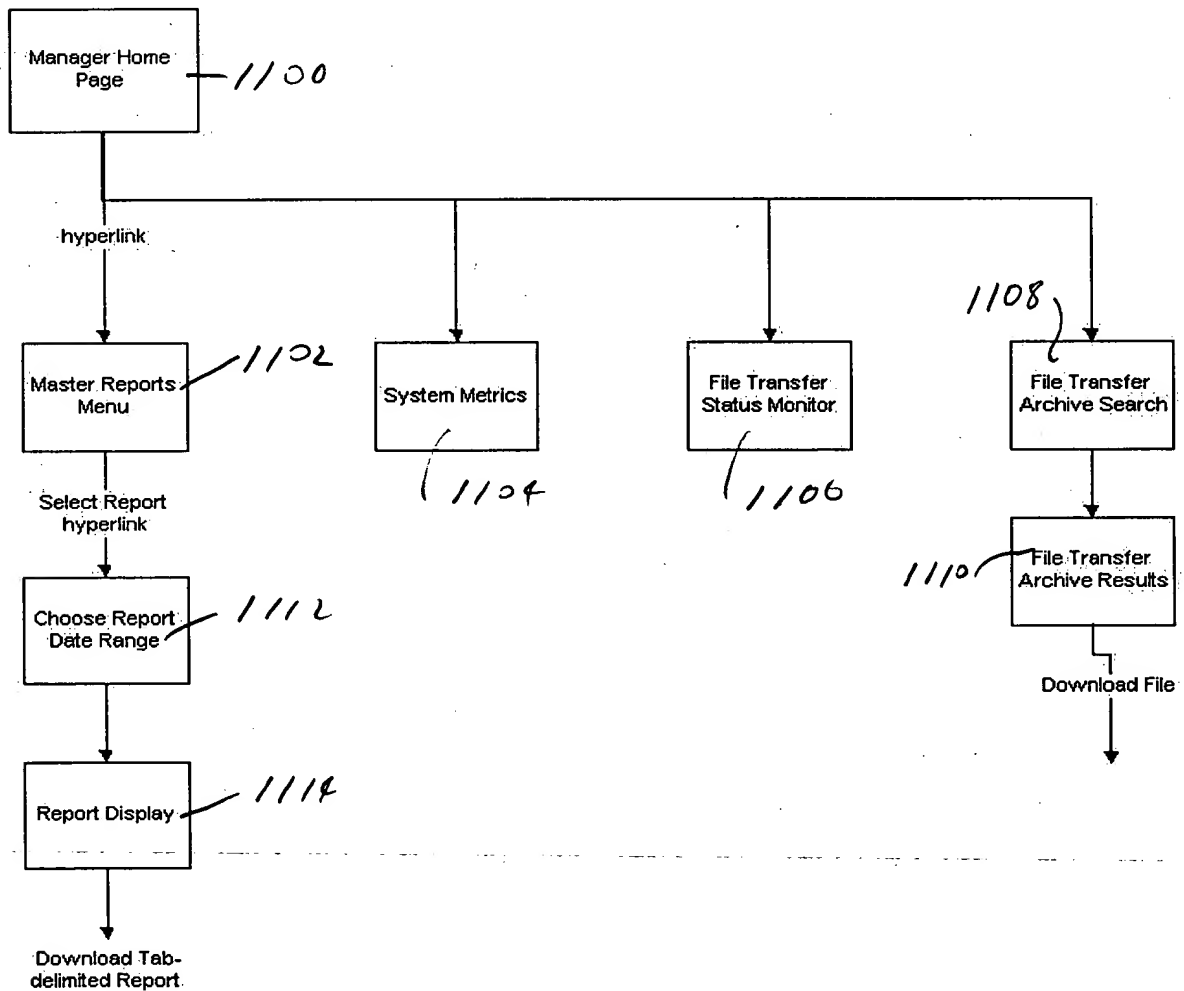


FIG. 46

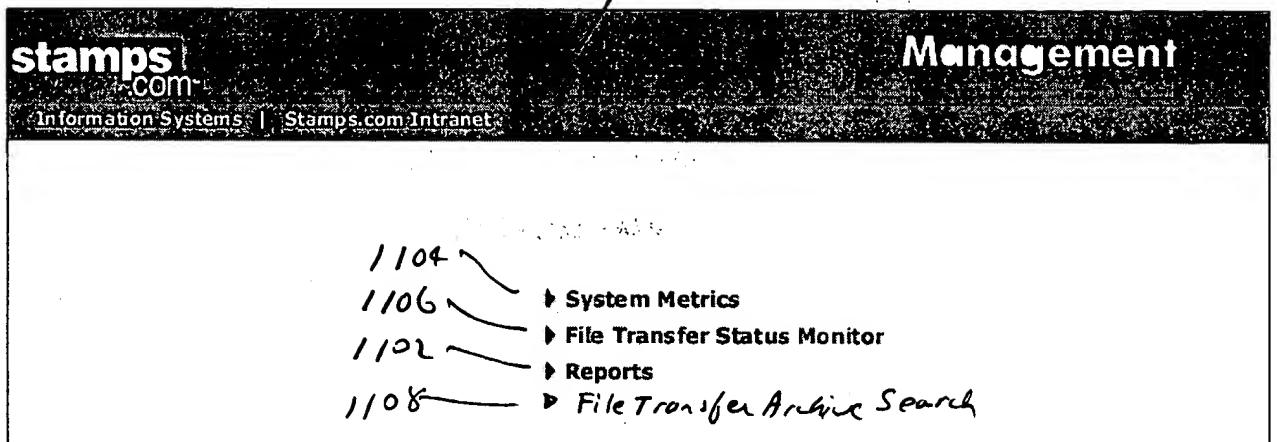


FIG. 47

1104

System Metrics	
# of indicia printed	
Amount of indicia printed	
Amount of postage purchased	
# of logins	
# of login failures due to inauthenticity	
# of login failures due to other causes	
% of unused database connections (measured per TS only)	
# of site server responses	
# of registrations	
# of withdrawals	
# of meter resets made	

FIG. 48

Surrender Meter

If you intend to stop printing postage from Stamps.com Internet Postage and wish to close your account, you must give up access to your Postage Meter ("surrendering your meter"). You will be refunded any remaining balance in your meter by the USPS. This check will be mailed to the address we have on file. If you want your refund to be mailed to a different address, please fill out the information to the right.

Reason for Surrendering Meter

Moving ☐

Dissatisfied with service ☐

Out of Business ☐

Address 2

City

State **ZIP**

1202
1204

FIG. 49

Surrender Meter Confirmation

Are you sure you want to surrender your meter? Your account will be closed and you will no longer be able to print postage.

FIG. 50

Meter Refund Confirmation

Thank you! Your Stamps.com account is now closed and your postage meter has been surrendered. The USPS will send you a refund for the remaining balance of your meter. You can expect to receive your check in about 4 to 6 weeks.

FIG. 51

Withdrawal Request Report

Press the "Print" button to print the report and withdraw the meters

Date	Meter #	Customer ID #	Customer Name	Phone Number	Refund Amount (\$)	Reason Code	Manager Name
01/01/1999	123456789	11122233345	John Johnson	310-555-5555	\$500.00	A	Jimmy J

Total # of Meters: _____ Total Refund Amount: _____

1210

FIG. 52

Withdrawn Meters Report

Press the "Print" button to print the report

Withdrawn Meters

Date of Request	Meter #	Customer ID #	Customer Name	Phone Number	Refund Amount (\$)	Pending Transaction ID	Manager Name
01/01/1999	123456789	11122233345	John Johnson	310-555-5555	\$500.00	12345	Jimmy J

Total Number of Meters: _____ Total Amount of Refunds: _____

Meters that could not be Withdrawn

Date of Request	Meter #	Customer ID #	Customer Name	Phone Number	Refund Amount (\$)	Pending Transaction ID	Manager Name
01/01/1999	123456789	11122233345	John Johnson	310-555-5555	\$500.00	12345	Jimmy

Total Number of Meters: _____ Total Amount of Refunds: _____

1212

FIG. 53

NAME	USERNAME	USERID	METER
Doc John	Johnny	807454	15521033

Withdraw Meter

Provide the following information to withdraw the meter

What is your <mother's maiden name>?

What are the last 4 digits of your <Employee Identification Number>?

What is the reason you are quitting this service? ☐ No support for window or pre-addressed envelope

What product/ service will you now use for your postage needs? ☐

Manager's Username Manager's Password

☐ Mail the refund to the Mailing Address on file

☒ Mail the refund to a new Mailing Address

Address

City

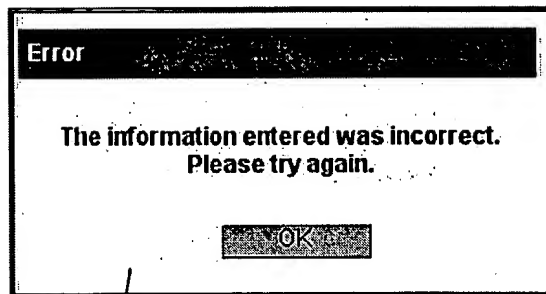
State ☐ Zip

FIG. 54

Confirmation

This information has been confirmed. The account is now closed. The USPS will send the customer a refund for the balance of the meter funds within 2 - 4 weeks.

FIG. 55



1218

FIG. 56

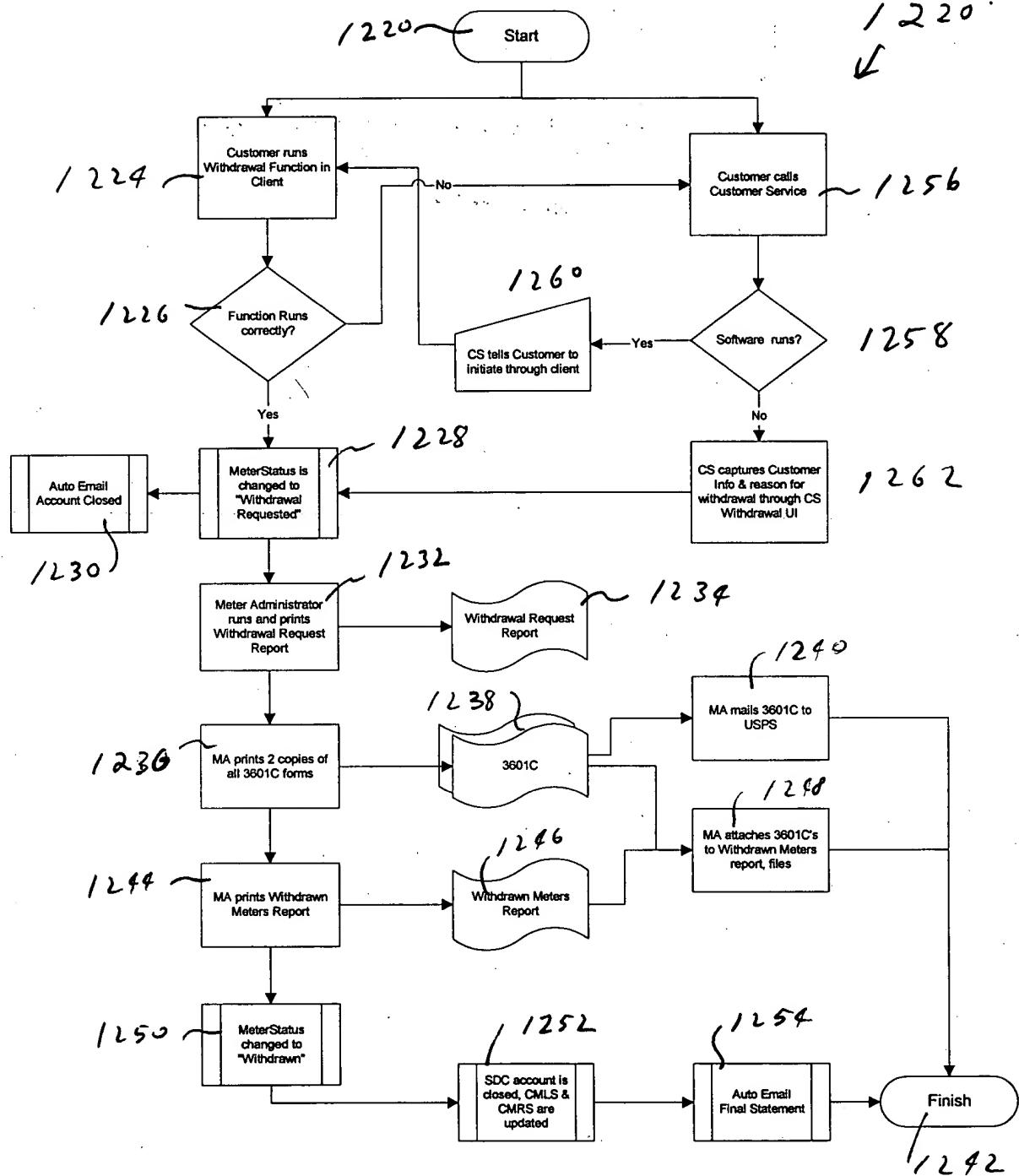


FIG. 57

Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount (\$)	Reason	Manager Name
							Person who initiated
		Count			Total (\$)		(if applicable)

FIG. 58

1234

Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
Withdrawn Meters							
						N/A	Person who initiated
		Count			Total (\$)		(if applicable)
Meters that could not be Withdrawn							
		Count			Total (\$)		

FIG. 59

1246

Form PS 3601-C

Postage Meter Activity Report

Activity (check one)	
1. Installation	
2. Replacement	
3. <u>Withdrawal</u>	
Manufacturer Code	
A. Reason for Meter Activity (check one)	
1. New Meter	
2. License Revocation	
3. Mechanical Failure (Not QAR)	
4. Question of Accurate Registration	
5. Model Change	
6. Fire/Flood	
7. Electronic Failure (Not QAR)	
8. Change of PO	
9. <u>Cancellation</u>	

FIG. 60

1270

B. Licensee Information	
1. Customer Name (as it appears on license/certificate)	
2. LPO City, State, and Zip Code	
3. License Number	
4. Manufacture Customer Account Number	
5. Manufacture Reference Only	
C. Meter Location	
1. Street Address	
2. City, State, ZIP+4	
3. Contact Person Name	
4. Phone Number	
5. Contact Person's Signature (optional)	
6. Name of Post Office/Classified Branch and State	
7. Zip Code Designation	
D. Withdrawn Meter Information	
1. Model Number	
2. Date Withdrawn	
3. Serial Number	
Type of Meter (check one)	
4. Decimal (.001)/Non-Decimal (.01)	
5. CMRS	
6. Penalty CMRS	
7. Manual Set	
8. Penalty Manual Set	
9. CMRS Account Number	
10. Fed. Agency Code - Cost Code	
11. Locking Serial Number	
Register Readings at Time of Installation (format =ddd.ccc)	
12. Ascending Register	
13. Descending Register	
14. Control Total	
15. MATS Total	
E. Installed Meter Information	
1. Model Number	
2. Date of Install	
Type of Meter (check one)	
3. Mechanical failure (Not QAR)	
4. Decimal (.001)/Non-Decimal (.01)	
5. CMRS	
6. Penalty CMRS	
7. Manual Set	
8. Penalty Manual Set	
9. CMRS Account Number	
10. Fed. Agency Code - Cost Code	
11. Locking Serial Number	
Register Readings at Time of Installation (format =ddd.ccc)	
12. Ascending Register	
13. Descending Register	
14. Control Total	
15. MATS Total	

FIG. 60 (continued)

F. Refunded/Transferred Postage (format =ddd.ccc)	
1. Amount of Refund	
2. Amount of Transfer to Installed Meter	
3. Amount of Credit to CMRS Account	
Refund/Transfer was (check one)	
4. Issued	
5. Not Issued	
Not Issued Reason (check one)	
6. Exceeded Local Limits	
7. Not Determined	
8. Refund Request Forwarded to USPS Office (City and State)	
9. CMRS Account Number	
10. CMRS Clear Code	
11. Address to Where Refund Check Should be Mailed (if different than the meter location)	
G. Manufacture's Authorized Representative	
1. Telephone Number	
2. Dealer/Branch Office Code	
3. Date	
4. Signature of Manufacture's Authorized Representative	
H. Postal Service Representative	
1. Printed Name	
2. Title	
3. Signature	
4. Finance Number	
5. Stamp	

FIG. 60 (continued)

DATA FORMAT INDICIA VERSION NUMBER		
System Type	Indicia Type	Hexadecimal Value
Open	Regular	0x00
	Correction	0x01
	Redate	Not applicable
	Refund	0x02
Closed	Regular	0x10
	Correction	0x11
	Redate	Not applicable
	Refund	0x12

1272

FIG. 61

DATA FORMAT ALGORITHM ID	
Algorithm Type	Hexadecimal Value
DSA	0x01
RSA	0x02
ECDSA	0x03

FIG. 62

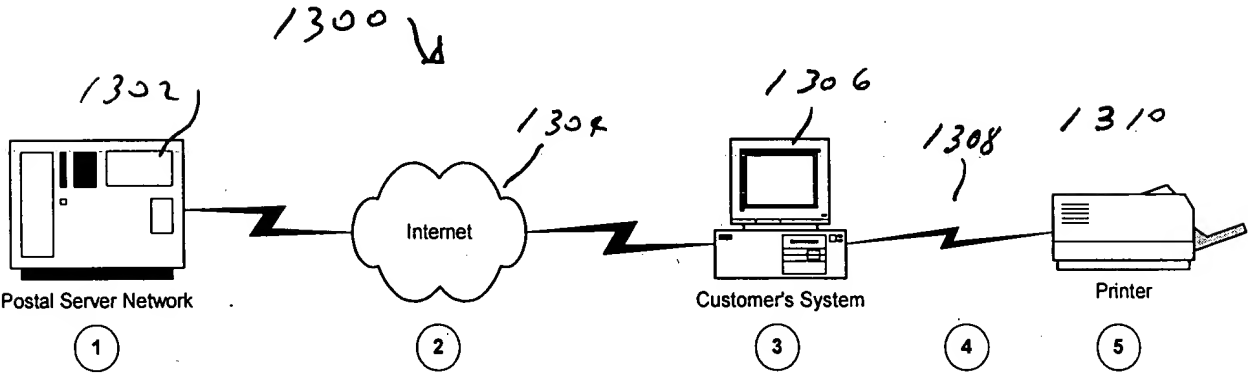


FIG. 63

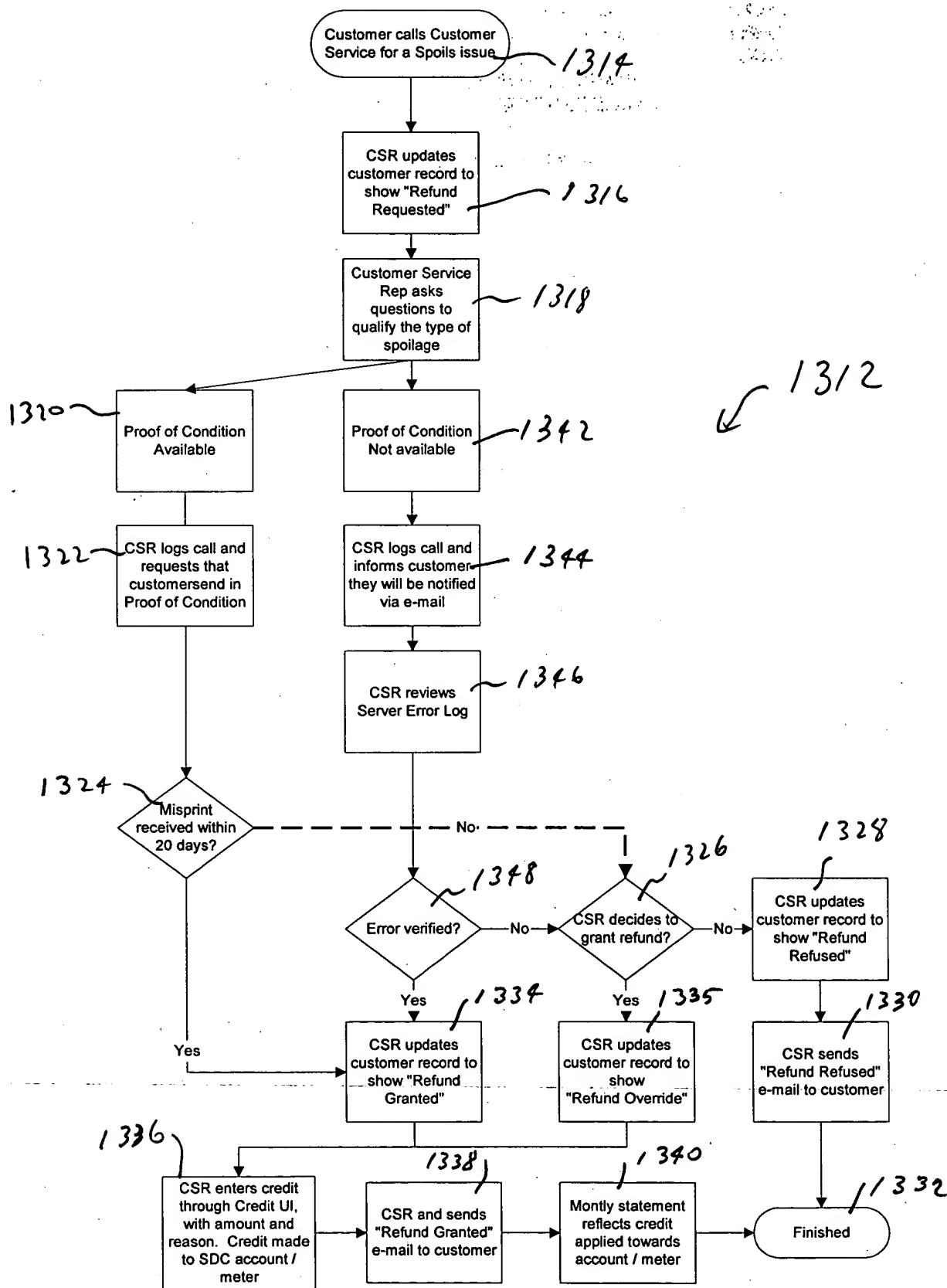


FIG. 64

NAME	USERNAME	USER ID	METER#
Doc, John	Johnny	38745042	3458250503

Meter Credit

Meter Credit - will be added to customer's meter balance immediately

Credit Amount \$

Reason

Comment

1360

FIG. 65

NAME	USERNAME	USER ID	METER#
Doc, John	Johnny	38745042	3458250503

Convenience Fee Adjustment

Convenience Fees - will be reflected in customer's next statement

Amount \$

Reason

☒ Add to fees
☒ Subtract from fees

Comment

1362

FIG. 66

NAME	USER NAME	USER ID	METER
Don John	Johnny	3748942	345678903

Instant Adjustment

Instant Adjustment will be processed immediately

Amount \$ Reason ☒

☒ Credit
☐ Debit

Comment

1369

FIG. 67

Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
						Total

1366

FIG. 68

CUSTOMER NAME

Date	Support Rep Name	Reason	Amount Credited
			Total

1368

FIG. 69

13707

Error Type	Approach 1	Approach 2	Approach 3
1. Postal Server Network 2. Internet Connection	<ul style="list-style-type: none"> CSR logs request as per normal in CRS software CSR or Payment Administration accesses the server error log on a daily basis (log contains only error and time of error) using a printout only CSR manually scans log to verify request and failure, and match time of error If request is verified, CSR updates record through CS interface. This causes automatic e-mail to notify customer of credit. This interface records reason of credit, and is free-flow. Does not explicitly credit the print transaction. If request is not verified, refer to Misprints Policy (CSR can override) If customer calls back, CSR can override with credit. 	<ul style="list-style-type: none"> CSR has real-time access to the server error log. Log is parsed and generated based on meter # and customer ID The log can be queried by date and/or by customer ID and/or by meter ID and/or by error type Verifiable requests can be approved instantly Non-verifiable requests are at CSR's discretion Credits can be made directly to meter, rather than service account 	<ul style="list-style-type: none"> Same as approach 2 except CSR also has access to the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.) For non-verifiable requests, A's are automatically granted refunds B's and C's are handled at CSR's discretion
3. Customer's hardware/client software	<ul style="list-style-type: none"> CSR logs request as per normal in CRS software Client mails misprint, if available CSR validates receipt and updates customer record If error can't be verified, refer to Misprints Policy CSR can override this at their discretion 	<ul style="list-style-type: none"> CSR has real-time access to a client error log (similar to server error log). Client log is maintained on server and is updated on each print The log can be queried by date and/or by customer ID or Meter ID and/or by error type Verifiable misprints can be approved instantly Non-verifiable requests are at CSR's discretion Credits can be made directly to meter, rather than service account 	Same as Postal Server Network / Internet Connection
4. Printer Connection 5. Printer	<ul style="list-style-type: none"> CSR logs request as per normal in CRS software Client mails misprint, if available CSR validates receipt and updates customer record If no misprint available, refer to Misprints Policy CSR can override this, at their discretion 	<ul style="list-style-type: none"> CSR has near real-time access to the customer's request/refund history (Shows date/time of request, error type, amount, if it was granted, and reason) Based on results, CSR can automatically grant or deny the request If the request seems questionable, CSR can still ask for misprint to verify Credits can be made directly to meter, rather than service account 	<ul style="list-style-type: none"> CSR has real-time access to the customer's request/refund report as well as the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.) A's are automatically granted refunds for Reimbursement Postage B's and C's are handled at CSR's discretion

FIG. 70

Code	Envelope State	Description	Server Action
00	No 2 nd Scan	Passed, no problems	Log Date - No status change
01	Not Passed	Other, requires manual entry	Suspend Customer
02	Not Passed	Indicia Scanned but Misprinted	Suspend Customer
03	Not Passed	FIM Error	Suspend Customer
04	Not Passed	Address Error	Request Customer send another envelope, reset expected time to 20 days
05	Not Passed	Postnet Barcode Error	Request Customer send another envelope, reset expected time to 20 days
06	Not Passed	Damaged Envelope, not scannable, but looks fine	Request Customer send another envelope, reset expected time to 20 days

1400 ↗

FIG. 71

Login

Please enter your username and password

User Name Billybob

Password *****

Submit Cancel

1401 ↗

FIG. 73

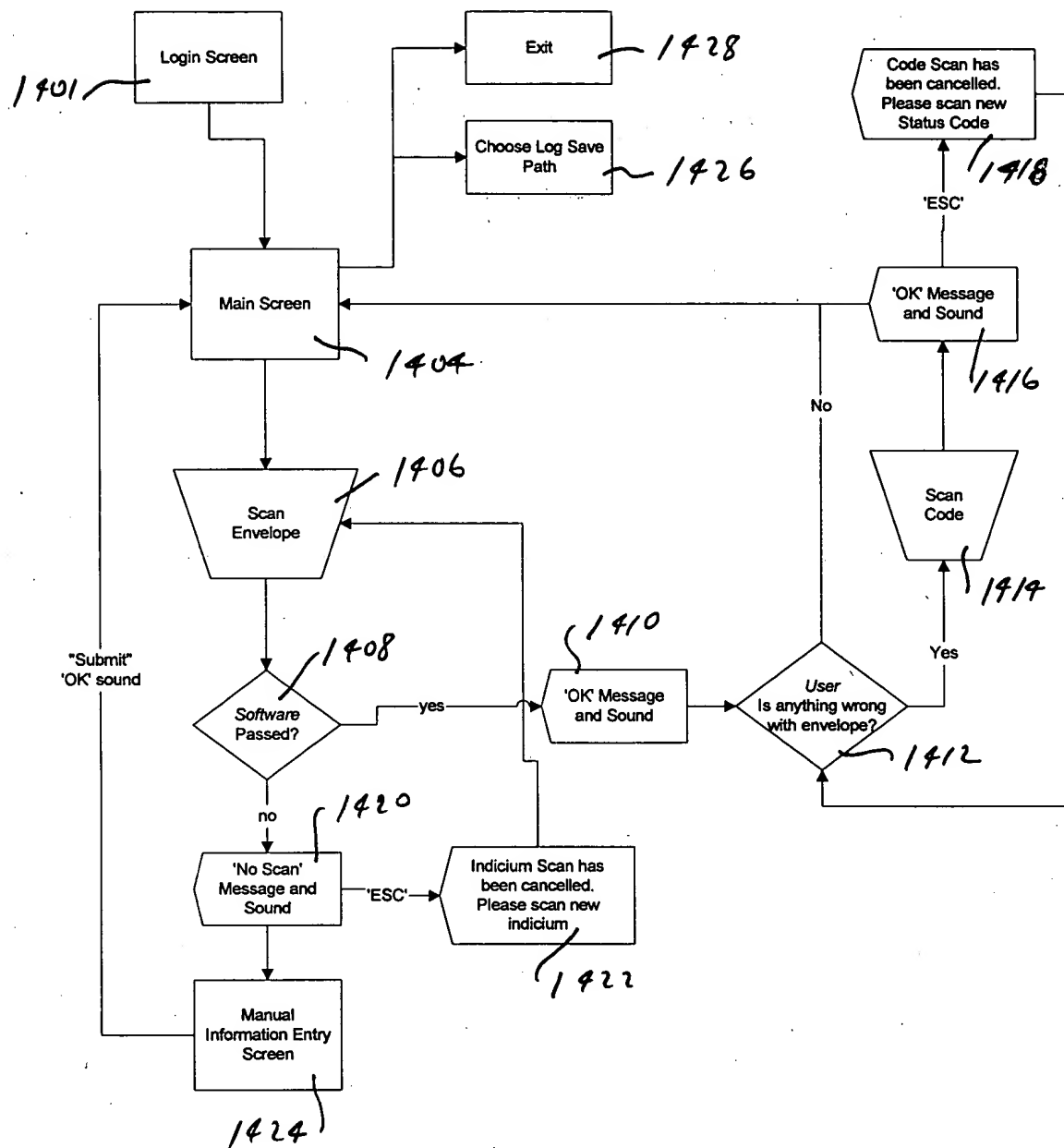


FIG. 72

ScanMan

File Scan

User: BillyBob Date: 06/15/1999 LogName: 61599123.txt

Status

Ready to Scan

Envelopes Scanned: 20

Cancel Scan

1406

FIG. 74

Manual Entry

File Scan

Indicium Scan Failed

Please enter as much information as possible from the envelope

From Indicium

Material:

From Return Address

Name:

Address:

City:

State: ZIP:

OK Cancel

1424

FIG. 75

Meter Event	Status Date & Time	Event Log Comment	Description
Meter Assigned	Date of Registration		<i>Meter assigned to a customer without a license</i>
Meter Leased	Date of License Approval		<i>Meter assigned to a customer with a license</i>
Meter Suspended	Suspension Date	Reasons: <ul style="list-style-type: none"> Forms not received QA Envelope not received QA Envelope not passed Fees not paid Administrative hold Suspected fraud 	<i>Meter Administrators can suspend and unsuspend meters for these reasons</i>
Meter Withdrawal Requested	Request Date	Source: <ul style="list-style-type: none"> User Customer Support 	<i>User has requested meter be terminated</i>
Meter Withdrawn	Withdrawal Date		<i>User request that meter be terminated has completed</i>
Meter Suspended	Date of Suspension	Comment: reason for suspension	<i>Meter has been suspended by USPS</i>
Meter Revoked	Date of Revocation	Comment: reason for revocation	<i>License has been revoked by USPS</i>

1430

FIG. 76

PaymentStatus	Status Date & Time	Payment Status Comment	Description
Requested	Date of request		
Pending	Date of submission to Citibank or credit card processor	Bank payment sent to	
Returned	Date of return notification	Citibank fax ID# or CC code	<i>Bad Account # or NSF</i>
Rejected	Date of rejection notification	Citibank fax ID# or CC code	<i>Bad ABA # for ACH; authorization rejection or capture rejection for credit cards</i>
Approved	Date of approval	NOC if applicable	<i>ACH approval after ACH wait period</i>
Authorized	Date of authorization	Approval code (CC only)	<i>Credit card approval</i>
Captured	Date of capture		<i>Credit card value has been captured</i>

1432

FIG. 77

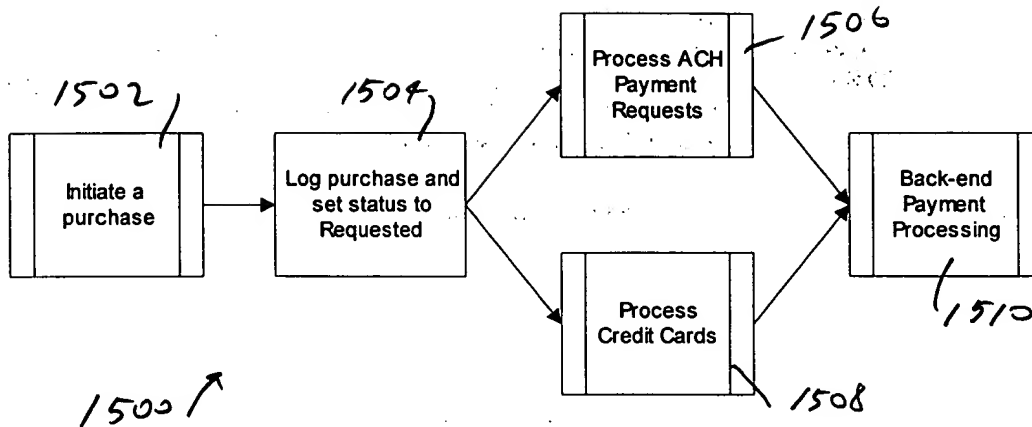


FIG. 78

1503 ✓

Card	Length	Begins With
VISA	13 or 16	4
MasterCard	16	51-55
American Express	15	37, 34
Diners Club	14	30, 36, 38X
Carte Blanche	14	389
Discover/Novus	16	6011
JCB	16	352800-358999
JAL	15	1800, 2131

FIG. 79

Card number	5	0	0	1	2	3	4	5	6	9	8	9
Weight	2	1	2	1	2	1	2	1	2	1	2	1
Interim result	10	0	0	1	4	3	8	5	12	9	16	9
Digit sum	1+0+0+0+1+4+3+8+5+1+2+9+1+6+9= 50											
MOD10 check	50/10 = 5, Check Digit Is Valid											

FIG. 80

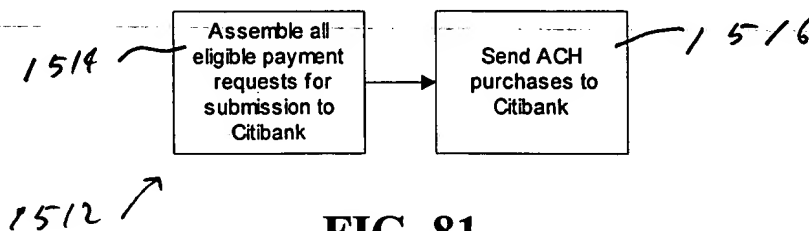


FIG. 81

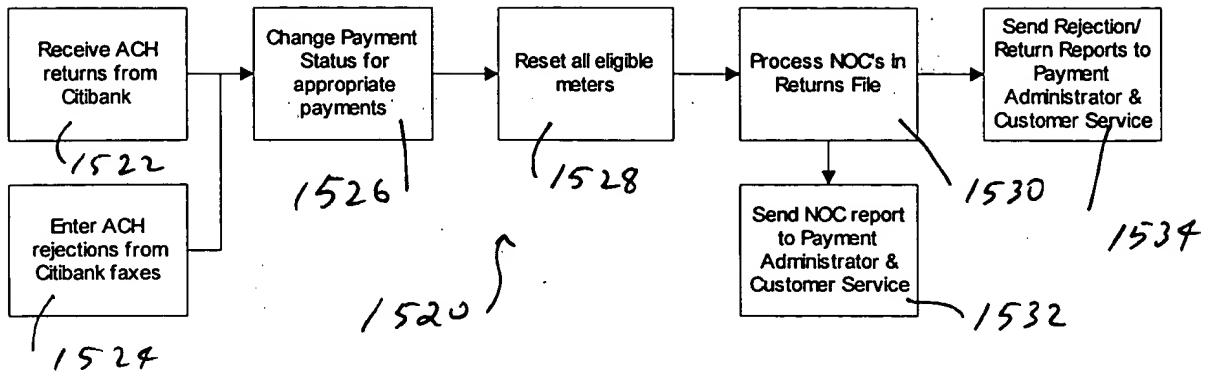


FIG. 82

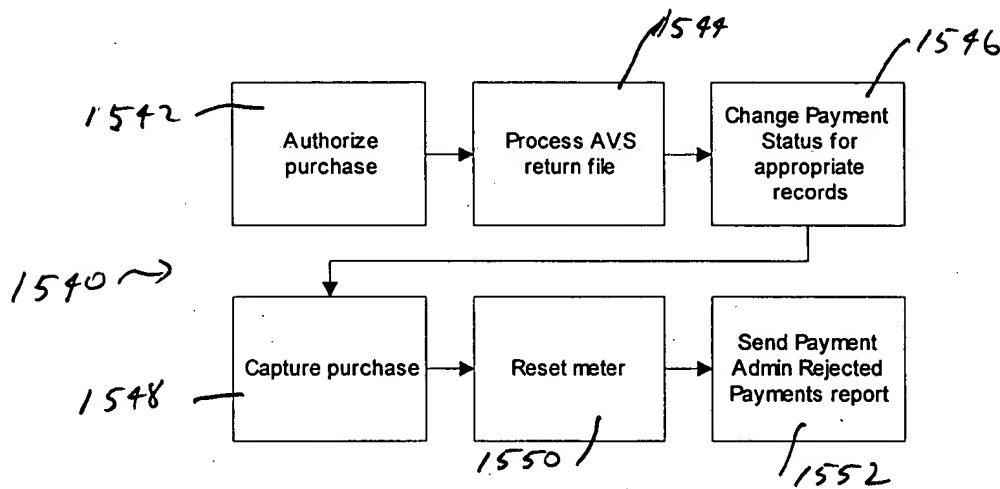


FIG. 83

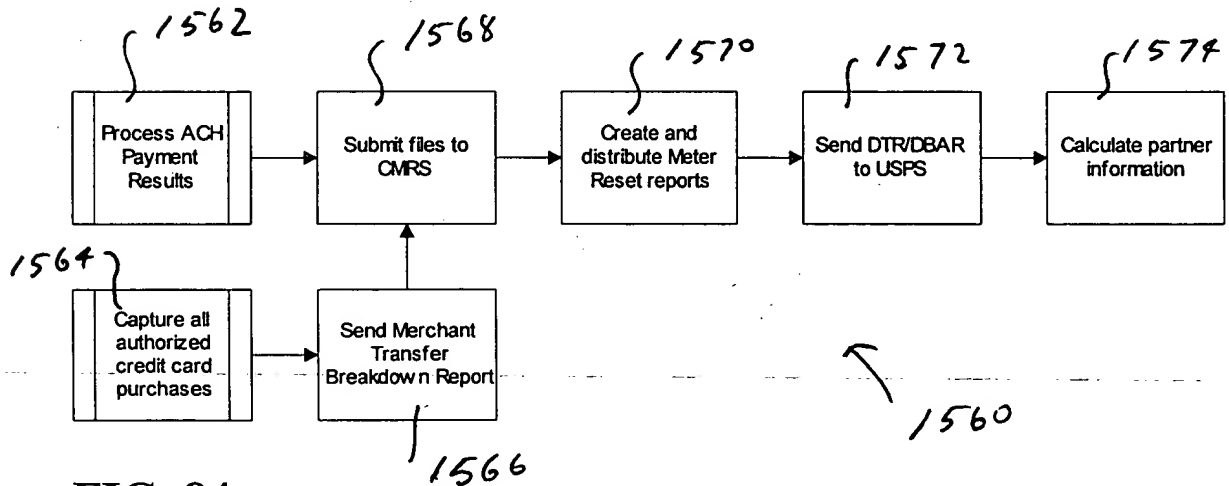


FIG. 84

Field	Description	Type
Plan Number	Number used to track each plan	Number
Plan Name	Name presented to the customer	String
SKU Number	Internal stock keeping unit number. Refer to SKU Numbering requirements document	32-bit Integer
Description Text	Text of plan description sent to client	String
Description URL	URL for additional pricing plan description text sent to the client	String
Contract Text	Text of plan contract sent to client. While this is defined on a per plan basis, only the text from Plan #1 is used for all plans	String
Plan Category	Information on grouping the pricing plans together	String
Minimum Purchase	Minimum amount which customers are allowed to reset into their meters at one time	\$
Maximum Purchase	Maximum sum of new purchases, pending purchases, and meter contents	\$
Annual Fee	Prepaid fee for year of use	\$
Monthly Base Usage	Total dollar amount of postage that customers can print in each month for the Monthly Base Fee	\$
Monthly Base Fee	Charge this minimum amount every month	\$
Charge per Print	Charge this amount for all postage printed that exceeds the Monthly Base Usage	%
Monthly Fee Cap	Maximum amount that can be charged per month	\$
Free Postage	Reset the meter with the given amount (paid for out of the Stamps.com account) after the customer is given a license and has purchased postage	\$
Free Starter Kit	Customer receives starter kit (labels, etc.) after receiving a license	Y/N
Store Discount	Associated discount at the Stamps.com store	%
No billing if quitting within first billing cycle	Customer is not billed if they quit within the first billing cycle after registration. Y = Do not bill the customer N = Bill the customer This applies only to the first billing cycle. After the first billing cycle, use the process detailed in Error! Reference source not found.	
Display Plan to User	Display/hide plan on the client. The plan that the customer is currently billed under should also be displayed on the client even if this flag is "N" for that plan	Y/N
Offer Valid Start Date	Customer is able to sign up for the plan beginning on this date	Date
Offer Valid End Date	Customer can no longer sign up for the plan after this date	Date
Purchase Required	Postage purchase required during registration	Y/N
Preferred Type	Billing plans are normally displayed in the client in the order that they are listed in the database. Place the preferred billing plan at the top of the selection list in the client	Y/N

FIG. 85

1576

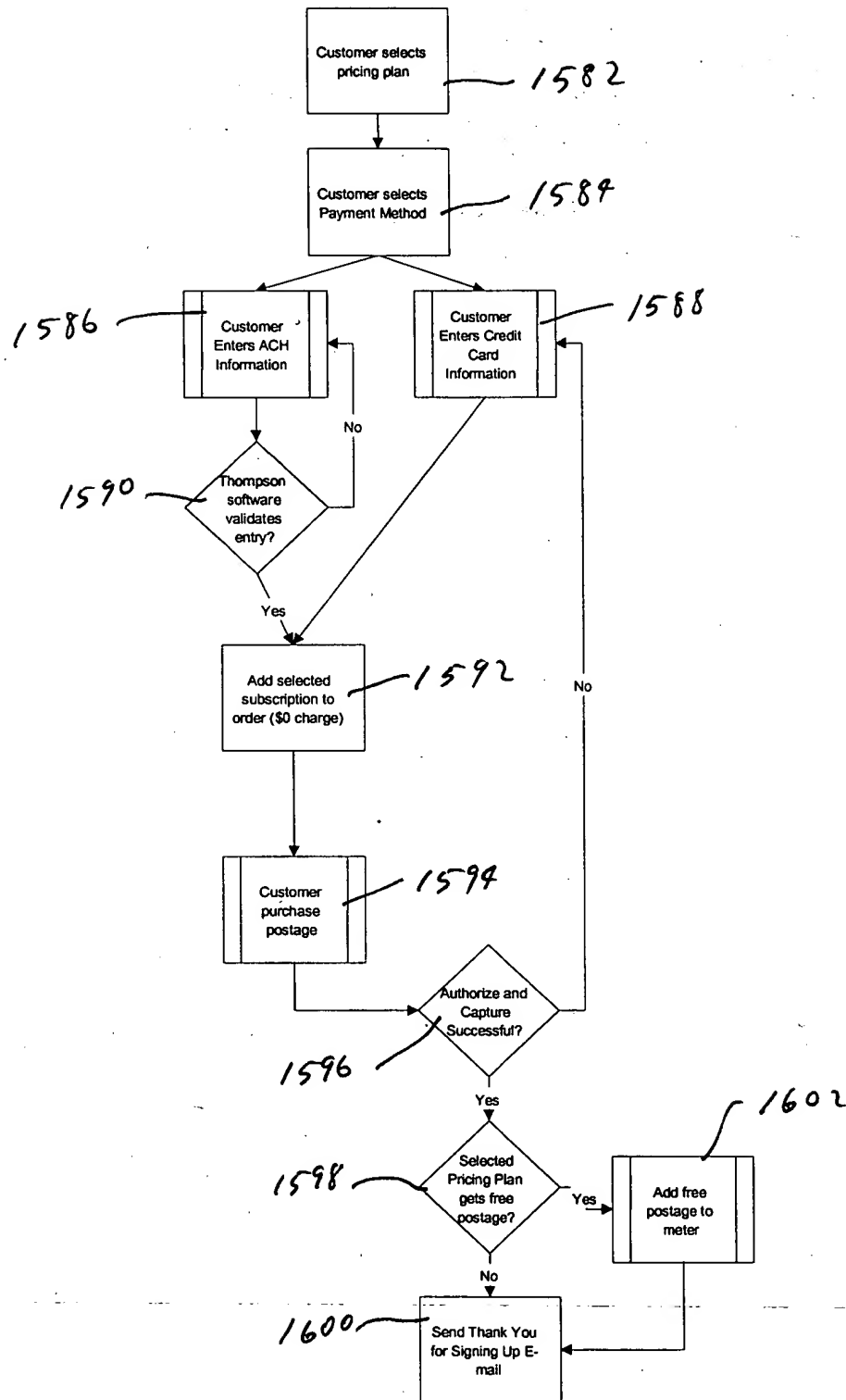


FIG. 86

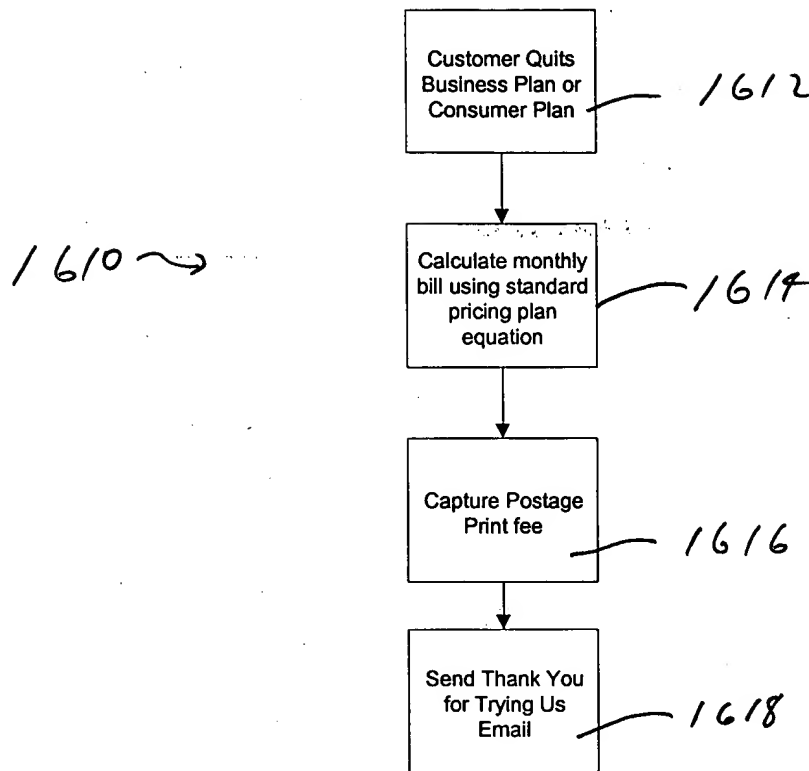


FIG. 87

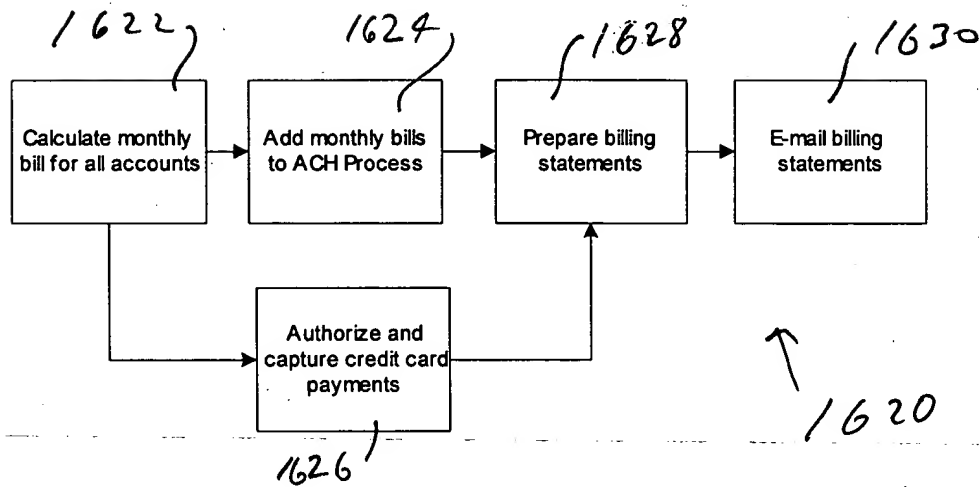


FIG. 88

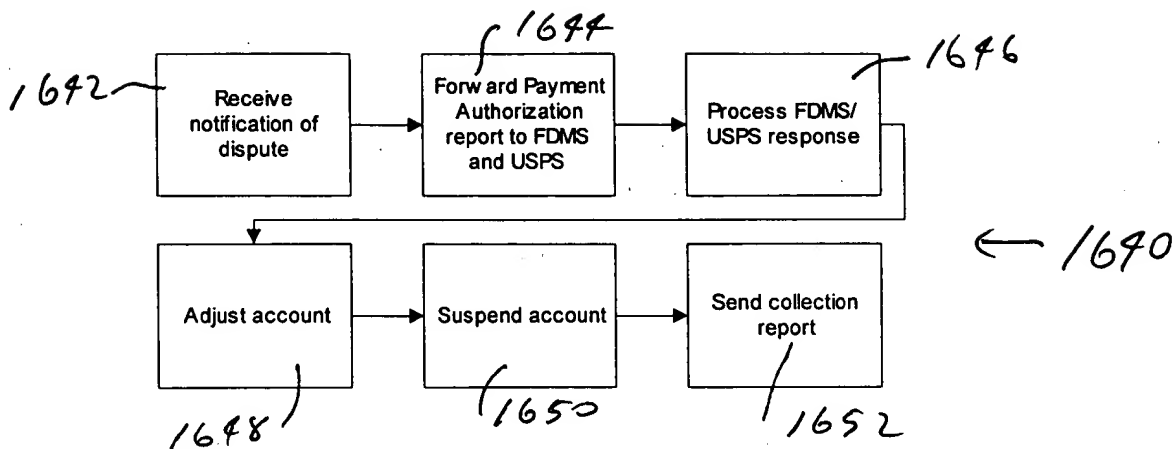


FIG. 89

DTR/DBAR Fax
PC POSTAGE

ACCOUNT BALANCE

Activity Date: MM/DD/YY

To: United States Postal Service
Ms. Sheryl L. Stone

From: Stamps.com
Payment Processing

Administrator Accounting Service Center – Finance Branch
Boulevard 2825 Lone Oak Pkwy
Eagan, MN 55121-9610

3420 Ocean Park
Suite 1040
Santa Monica, CA 90405

Telephone: (651) 406-1103

Telephone: (310) 581-7200

Facsimile: (651) 406-1259

Fax: (310) 314-8533

Ref #	Description	Amount (\$)
1	Previous Day Ending Account Balance	\$ 0.00
2	(+) ACH Debt Collections From Lockbox Bank	\$ 0.00
3	(+) Credit Card Collections	\$ 0.00
4	(-) Total Meter Resettings	\$ 0.00
5	(-) ACH Debit Reversals	\$ 0.00
6	(-) Credit Card Charge Backs	\$ 0.00
7	(+ / -) Miscellaneous Adjustments	\$ 0.00
8	Ending Account Balance	\$ 0.00

Signature

Date

FIG. 90

Stamps.com

Detail of Reconciling Items on the DBAR

Activity Date _____

Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed

<u>Resubmission Date</u>	<u>Meter ID</u>	<u>Amount</u>
--------------------------	-----------------	---------------

Net Difference Between EFT Collections and Meter Resettings

\$ -

Rejected Transactions

<u>Effective Date</u>	<u>Meter ID</u>	<u>Amount</u>
-----------------------	-----------------	---------------

Total Rejected Transactions

\$ -

Returned and Retired Transactions

<u>Process Date</u>	<u>Meter ID</u>	<u>Amount</u>
---------------------	-----------------	---------------

Total Returned and Retired Transactions

\$ -

Total ACH Reversals

\$ -

Credit Card Charge Backs

<u>Process Date</u>	<u>Meter ID</u>	<u>Amount</u>
---------------------	-----------------	---------------

Total Credit Card Charge Backs

\$ -

1670 ↑

FIG. 91

Line Item Ref	Term	Definition
1	Previous Day Ending Account Balance	Total amount of customer deposits within CMRS database. Set amount to zero (\$0.00) since customers do not have the option of depositing funds with the USPS
2	ACH Debit Collections from Lockbox Bank	Total amount of ACH debit file. Total of all ACH postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable)
3	Credit Card Collections	Total amount of credit card transaction processed for day. Total of all credit card postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable). This applies to both Merchant and Agent Models
4	Total Meter Resettings	Total amount of funds reset on customer meters. Total amount added to customers' accounts during the 24-hour reporting cycle
5	ACH Debit Reversals	Total amount of funds removed from customer's account as a result of a returned ACH transaction. (Details should be provided on a separate sheet). Individual postage purchase transactions that were rejected by the ACH processor should be listed in a section labeled "Rejected Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the effective date that the transaction was originally submitted, the device identification number, and the amount. Individual postage purchase transactions that were returned and retired should be listed in a section labeled "Returned and Retired Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the date the returned transaction was processed by Stamps.com, the device identification number, and the amount. The "Total ACH Reversals" should be derived from the subtotals of "Rejected Transactions" and "Returned and Retired Transactions" and included on the attached schedule (see "DBAR Detailed Schedule")
6	Credit Card Charge Backs	Total amount of fatal credit card transactions. Individual credit card postage purchase transactions that were subsequently identified as being returned as a charge back should be listed in a section labeled "Credit Card Charge Backs" on the attached schedule (see "DBAR Detailed Schedule"), including the date that the transaction was processed by Stamps.com, the device identification number, and the amount
7	Miscellaneous Adjustments	Total amount of adjustments made to DDA not in any of the above categories. Based on the current design of the postal system, this line item should not apply to Stamps.com
8	Ending Account Balance	Amount should be zero since we do not give customers the option of depositing funds with the USPS

FIG. 92

1672 ↑

Update-Transaction Status

Meter Number

Transaction ID

New Status

1680 ↑

FIG. 93

Auto-refill account

Your account has only \$10 remaining.
 auto-refill for

Using credit card XXXX

1682 ↑

FIG. 94